

Qualitative measures:			Key to direction of travel:					
Positive	Similar	Negative	Increase 10% or more	↑	Similar	→	Decrease 10% or more	↓

Ref.	Indicator	Owner	Reporter	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	% change from previous month	% change from same month prev. yr	DoT	Benchmarking			Target 17-18	Commentary (Jun-17):				
																				12 month average	12-mnth max value	Stat. Neighbour			England	SE region		
CP1	Number of Section 47 (S47) enquiries started	Jane White	Catherine Parkin	126	126	101	89	106	109	56	92	92	111	93	120	116	→	-3%	→	-8%		103	126	-	-	-		There has been a slight decrease in in Section 47 (S.47)s started this month & is closer to the 12-month average, there does not appear to be a trend here and this can be a fluctuating figure.
CP1-NI	Section 47 (S47) enquiries rate per 10,000 children	Jane White	Catherine Parkin	26	26	21	18	22	22	11	19	19	23	19	24	23	→	-4%	↓	-13%		21	26	-	-	-		There has been a slight decrease in the percentage this month. There does not appear to be a trend. This area will be closely monitored to identify any emerging trends and auditing will be undertaken.
CP2	Number of children subject to Initial Child Protection Conferences (ICPCs), excluding transfer-ins and temporary registrations	Phil Bullingham	Stuart Webb	56	62	41	19	17	48	16	45	23	34	19	37	45	↑	22%	↓	-20%		36	62	-	-	-		The number of children subject to CP planning is notably higher than previous months (the last time that there was an equivalent number is January 2017). The most significant reason for this increase is the number of family groups with >3 children. In June 2017, there was one family of 3 children discussed registered at conference and three families of four children.
CP2b	Number of transfer-ins	Phil Bullingham	Stuart Webb	-	-	-	2	1	1	3	0	3	4	0	0	1	-	n/a	-	n/a		2	4	-	-	-		Numbers of transfers in remain low, with 1 in June. The transfer protocol with other areas in Hampshire is progressing; with sign-off expected in July 2017. There will be a review of effectiveness in early 2018.
CP2b %	Percentage of transfer-ins where child became subject to a CP Plan during period	Jane White	Sarah Ward	-	-	-	0.0%	0.0%	0.0%	100.0%	0.0%	33.3%	100.0%	0.0%	0.0%	100.0%	-	n/a	-	n/a		33.3%	100.0%	-	-	-		There has not been a high number of transfer in conferences. However, managers are now all clear about the timescales for these and have made an effort to adhere to these. The main area for managers is ensuring that they have access to the information sent from the other local authority as this is held in Mash initially.
CP2-NI	Rate per 10,000 Initial Child Protection Conferences (ICPCs)	Phil Bullingham	Stuart Webb	11	13	8	4	3	10	3	9	5	8	4	8	9	↑	22%	↓	-19%		7	13	-	-	-		The number of new registrations has impacted up the rate per 10,000. The rate does fluctuate month by month; but the 12 month average is closer to our SN.
CP3-QL	Percentage of Initial Child Protection Conferences (ICPCs) held within timescales (based on count of children)	Phil Bullingham	Stuart Webb	58.9%	56.5%	63.4%	73.7%	70.6%	45.8%	62.5%	48.9%	21.7%	79.4%	78.9%	91.9%	53.3%	↓	-42%	→	-9%	▲	62.0%	91.9%	-	-	-		This month's % is markedly lower than the previous three months. The Service and CPC Team Manager have reviewed all the out of time conferences. There were 23 conferences and a third took place out of time. We have identified three conferences where there was a delay which we have assessed to be acceptable - the most common factor in these cases is that we need to wait on further case information. Of the remainder, staff availability over the half term period was a factor and the team manager was also absent for a period and we have identified that the live tracker not monitored. We will remedy this by ensuring consistent management oversight of the tracker in the future.
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	33	35	26	14	12	22	10	22	5	27	15	34	24	↓	-29%	↓	-27%	▲	21	35	-	-	-		See above CP3-QL
CP4	Percentage of Initial Child Protection Conferences (ICPCs) resulting in a Child Protection Plan (based on count of children)	Phil Bullingham	Stuart Webb	80.4%	91.9%	82.9%	89.5%	88.2%	91.7%	100.0%	84.4%	69.6%	94.1%	89.5%	70.3%	80.0%	↑	14%	→	0%	▲	85.6%	100.0%	-	-	-		The conversion rate has increased in comparison to May, but there is no overall trend (average conversion is 85.6%). In May's commentary I stated that large family groups can have an impact upon the conversion rate. I also stated that an audit of decisions to step down to CIN planning would be presented to the Performance Management Board - this is scheduled for 11th July 2017.
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	45	57	34	17	15	44	16	38	16	32	17	26	36	↑	38%	↓	-20%	▲	30.23	57.00	-	-	-		See above CP4
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	17.8%	31.6%	2.9%	29.4%	46.7%	34.1%	12.5%	44.7%	25.0%	2.9%	33.3%	19.2%	39.5%	↑	105%	↑	122%	▼	26.1%	46.7%	-	-	-		There were fifteen children (seven families) in the repeat CP cohort. We have started tracking the category of previous registration for repeat CP. Two families had >3 children. The levels of neglect and emotional abuse appear high in this cohort. There is detailed, multi-agency audit work underway in respect of the local response to neglect, with learning workshops scheduled for September 2017. Domestic abuse intervention work in partnership with NSPCC (DART programme) needs to start and a start-up meeting is scheduled for August 2017.
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	8	18	1	5	7	15	2	17	4	1	6	5	15	↑	200%	↑	88%	▼	8	18	-	-	-		See above - CP5-QL
CP6B	Number of children with a Child Protection Plan at the end of the month, excluding temporary registrations	Jane White	Stuart Webb	317	335	360	349	329	344	319	328	295	282	277	255	277	→	9%	↓	-13%		313	360	-	-	-		The number of children subject to CP planning has increased to the number seen in April. The high number of starters and lower number of leavers has contributed to this position - see below, CP7 for response to leavers.

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CP6B-NI	Child Protection Plan (CPP) rate per 10,000	Jane White	Stuart Webb	64	68	73	71	67	70	65	67	60	57	56	52	56	→ 8%	↓ -13%		64	73	-	-	-		'See above - CP6B
CP7	Number of ceasing Child Protection Plans, excluding temporary registrations	Jane White	Stuart Webb	28	37	14	25	32	29	46	29	50	42	26	48	18	↓ -63%	↓ -36%	▲	33	50	-	-	-		The number of plans ceasing has reduced significantly this month. In order to support a safe reduction we are targeting our next audit on cases where planning has been in place for > 8 months. The auditor will make observations / recommendations regarding the planning - to support effective case progression.
CP8-QL	Percentage of children subject to a Child Protection Plan seen in the last 15 working days.	Jane White	Sarah Ward	76.0%	68.0%	64.0%	64.0%	67.0%	77.0%	86.0%	87.0%	91.0%	94.0%	90.0%	89.0%	88.0%	→ -1%	↑ 16%	▲	80.1%	94.0%	-	-	-		The main issues impacting on improving and maintaining these figures are: workers recording visits in a timely manner, leave impacting on ability to record in a timely way, managers organising duty to undertake visits and recording for workers on sick leave, all managers addressing duty workers recording of duty visits in a timely way.
CP9	Number of children subject to Review Child Protection Conferences (RCPCs) in the month	Phil Bullingham	Stuart Webb	64	105	59	101	89	86	84	68	90	94	70	94	46	↓ -51%	↓ -28%		81	105	-	-	-		There was a smaller number of reviews this month; again staff sickness change / absence has impacted recording. The number is not typical and is expected to increase.
EH1a	Number of Universal Help Assessments (UHAs) started in the month	Jo Cassey	Jason Murphy	58	24	21	39	35	49	21	34	29	34	38	30	21	↓ -30%	↓ -64%		33	58	-	-	-		Commentary and associated issues remain the same as April 17 - April commentary: "This measure is subject to review and will in future measure the number of interventions held at the equivalent of UHA/EHA level."
EH1c	Number of Universal Help Assessments (UHAs) completed in the month	Jo Cassey	Jason Murphy	-	-	-	-	-	-	-	-	-	-	-	-	2	- n/a	- n/a		2	2	-	-	-		See below (EH1b)
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	297	170	121	107	99	113	92	124	121	122	122	123	167	↑ 36%	↓ -44%		137	297	-	-	-		Commentary and associated issues remain the same as April 17 - these measures are of little value without a mechanism and capacity to capture activity outside of PARIS/SCC services. April commentary: "As above - this is a measure based on activity within PARIS that is no longer measured with the introduction of the EHA which is not built into PARIS; in future this should be viewed as an external measure of all Early Help activity across a range of services, both within SCC and outside."
EH2	Number of Children In Need (CIN) at end of period (all open cases, excluding UHPs, UHAs, CPP and LAC)	Jane White	Catherine Parkin	1424	1439	1271	1298	1271	944	1001	955	974	967	1017	1043	1040	→ 0%	↓ -27%		1126	1439	-	-	-		There has been a slight decrease this month. This is partly due to an increase in the number of children stepping down from child protection plans. Figures do fluctuate and this may also be impacted due to the front door changes, whilst there has been a reduction in the number of referrals opened for Single Assessment (SA) these cases are more complex and more likely therefore to result in a CIN plan being needed. Some staffing issues in the CIN team in particular will also have impacted in progressing closures.
EH3	Number of Single Assessments completed	Jane White	Catherine Parkin	204	165	301	206	264	291	123	187	122	214	137	193	207	→ 7%	→ 1%		201	301	-	-	-		There has been a slight increase in the number of Single Assessments (SA) completed this month, the number fluctuates month by month and no trends are emerging currently,
EH3a%	Percentage of Single Assessments (SA) completed within 10 days	Jane White	Catherine Parkin	13.0%	14.9%	14.9%	10.9%	8.7%	8.0%	15.5%	9.0%	6.2%	7.5%	7.3%	7.3%	11.6%	↑ 60%	↓ -10%	▲	10.3%	15.5%	-	-	-		There has been an increase in the number of SAs completed within this timeframe. With changes at the front door it would be expected that the assessments coming into statutory services require detailed assessments and therefore may need longer than ten days to complete. However, this may also be linked to ICPC timescales as a SA will also be completed alongside every Section 47 (S.47) enquiry.
EH3b%	Percentage of Single Assessments (SA) completed within 11-25 days	Jane White	Catherine Parkin	27.8%	27.5%	18.9%	20.0%	31.5%	29.6%	22.5%	26.5%	25.8%	22.9%	20.4%	15.0%	21.3%	↑ 41%	↓ -24%	▲	23.8%	31.5%	-	-	-		There has been a substantial increase in SAs completed in this timeframe indicating increased complexity that requires assessment & the need to identify an outcome.
EH3c%	Percentage of Single Assessments (SA) completed within 26-35 days	Jane White	Catherine Parkin	25.7%	11.8%	16.6%	15.5%	10.9%	16.9%	15.7%	13.3%	2.0%	9.3%	8.8%	18.1%	8.7%	↓ -52%	↓ -66%	▲	13.3%	25.7%	-	-	-		There has been a decrease in SAs completed within this timeframe, indicating that the assessments required either need a shorter or longer timeframe.
EH3d%	Percentage of Single Assessments (SA) completed within 36-45 days	Jane White	Catherine Parkin	11.7%	17.1%	17.3%	16.8%	6.3%	9.9%	24.3%	14.3%	8.2%	34.6%	35.0%	38.9%	40.6%	→ 4%	↑ 246%	▲	21.2%	40.6%	-	-	-		There has been a slight increase in SAs completed within this timeframe, indicating increased complexity that requires assessment and a need to identify an outcome.
EH3e%	Percentage of Single Assessments (SA) completed over 45 days	Jane White	Catherine Parkin	21.8%	28.7%	32.3%	36.8%	42.6%	35.8%	22.1%	37.0%	57.9%	25.7%	28.5%	20.7%	17.9%	↓ -14%	↓ -18%	▼	31.4%	57.9%	-	-	-		There has been a decrease in the number of SAs completed over 45 days and the reports in place to support SAs being completed within timescales
EH4 (val)	Number of Single Assessments (SA) completed in 45 working days	Jane White	Catherine Parkin	159	115	205	132	154	184	92	118	50	159	98	153	170	↑ 11%	→ 7%	▲	138	205	-	-	-		There has been an increase in SAs completed in this timeframe indicating increased complexity that requires assessment and a need to identify an outcome.
EH4-QL	Percentage of Single Assessments (SA) completed in 45 working days	Jane White	Catherine Parkin	77.9%	69.7%	68.1%	64.1%	58.3%	63.2%	74.8%	63.0%	41.0%	74.0%	72.0%	79.0%	82.0%	→ 4%	→ 5%	▲	68.2%	82.0%	-	-	-		There has been an increase in this timeframe and the systems in place to manage this are demonstrating an improvement overall, this remains an area of constant scrutiny for all managers in the service.

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EHS-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	52	47	40	56	67	58	31	50	35	45	40	48	37	↓ -23%	↓ -29%	▼	47	67	-	-	-		There has been a decrease in the number of children reported missing this month, this is a fluctuating figure.
LAC1	Number of Looked after Children at end of period	Jane White	Sharon Hawkins	611	612	603	606	605	602	586	584	568	542	546	536	526	⇒ -2%	↓ -14%	▼	579	612	-	-	-	515	-Continued positive downward trend, with solid holding of threshold for entry to care, but also several children exiting care due to adoption and SGO.
LAC10 (%)	Percentage of Looked after Children with an authorised CLA plan	Jane White	Sharon Hawkins	89.9%	89.5%	90.0%	89.9%	90.4%	90.5%	92.2%	94.3%	94.5%	94.1%	95.4%	94.8%	98.1%	⇒ 4%	⇒ 9%	▲	92.6%	98.1%	-	-	-		-Good numbers of children having authorised care plans - work to consider a way to make the care planning process more child friendly and participative is underway.
LAC10-QL	Number of Looked after Children with an authorised CLA Plan	Jane White	Sharon Hawkins	549	548	543	545	547	545	540	551	537	510	521	508	517	⇒ 2%	⇒ -6%	▲	535	551	-	-	-		As above LAC10 (%)
LAC11-QL	Number of Looked after Children aged 16+ or open Care Leavers with an authorised Pathway Plan	Jane White	Julian Watkins	156	155	152	150	155	131	132	149	153	152	149	149	151	⇒ 1%	⇒ -3%	▲	149	156	-	-	-		-Good levels of care leavers having Pathway plans demonstrating a huge culture shift over the last 12 months - We have started our involvement in an exciting project to design interactive digital Pathway plans this month, which may develop into a national change of practice in the future.
LAC11-QL (%)	Percentage of Looked after Children aged 16+ or open Care Leavers with an authorised Pathway Plan	Jane White	Julian Watkins	61.7%	61.3%	60.0%	60.0%	61.0%	88.0%	87.0%	92.0%	93.0%	95.0%	93.0%	91.0%	92.0%	⇒ 1%	↑ 49%	▲	79.6%	95.0%	-	-	-		-Good levels of care leavers having Pathway plans demonstrating a huge culture shift over the last 12 months - We have started our involvement in an exciting project to design interactive digital Pathway plans this month, which may develop into a national change of practice in the future.
LAC12 (%)	Percentage of Special Guardianship Orders (SGOs) (E43, E44)	Jane White	Julian Watkins	20.0%	0.0%	5.6%	23.5%	21.4%	5.6%	10.0%	0.0%	38.9%	14.7%	0.0%	10.5%	20.0%	↑ 90%	⇒ 0%	▲	13.1%	38.9%	-	-	-		-The team continue to work on several SGO assessments, which potentially means several children exiting care over the next 1/4 provided these assessments are positive. The team have had several recent commendations for the quality of their assessments by the court.
LAC12 (val)	Number of Special Guardianship Orders (SGOs) (E43, E44)	Jane White	Julian Watkins	2	0	1	4	3	1	2	0	7	5	0	2	3	↑ 50%	↑ 50%		2	7	-	-	-		-As above - SGOs continue to be made a at consistent rate each month.
LAC13	Number of current unaccompanied Asylum Seeking Children looked after at end of period	Jane White	Sharon Hawkins	4	6	5	5	7	11	10	10	11	11	11	10	11	↑ 10%	↑ 175%		9	11	-	-	-		-There are only minor fluctuations in this metric a the present time.
LAC14	Number of new unaccompanied Asylum Seeking Children	Jane White	Sharon Hawkins	0	2	0	0	1	4	0	0	0	0	0	0	0	- n/a	- n/a		1	4	-	-	-		-As above - we have had 1 new UASC enter care in recent weeks.
LAC1-NI	Looked after Children rate per 10,000	Jane White	Sharon Hawkins	124	125	123	123	123	122	119	119	116	110	111	109	105	⇒ -4%	↓ -16%		118	125	-	-	-		-A consistent measured and gradual decline numbers of CIC/10,000 children. This is an appropriate and managed trajectory demonstrating considered managed decrease in CIC numbers rather than sudden decrease which would not be appropriate.
LAC2	Number of new Looked after Children (episodes)	Jane White	Sharon Hawkins	13	11	8	25	8	14	7	7	2	8	9	9	8	↓ -11%	↓ -38%	▼	10	25	-	-	-		-Numbers of new CIC continue to be at a stable level, showing strong work to prevent admissions to care, and managed threshold decisions.
LAC3	Number of ceasing Looked after Children (episodes)	Jane White	Sharon Hawkins	10	14	18	17	14	18	20	10	18	34	3	19	15	↓ -21%	↑ 50%	▲	16	34	-	-	-		-A further month of high levels of children leaving care due to adoption has led to a significant decrease in CIC this month.
LAC6 (%)	Percentage of adoptions (E11, E12)	Jane White	Julian Watkins	30.0%	35.7%	50.0%	29.4%	35.7%	22.2%	15.0%	40.0%	27.8%	58.8%	0.0%	15.8%	66.7%	↑ 322%	↑ 122%		32.9%	66.7%	-	-	-	n/a	-A high number of final adoption hearings were heard in June, leading to several Adoption Orders being made.
LAC6 (val)	Number of adoptions (E11, E12)	Jane White	Julian Watkins	3	5	9	5	5	4	3	4	5	20	0	3	10	↑ 233%	↑ 233%		6	20	-	-	-	65	-As above LAC6 (%)
LAC7-QL	Percentage of Looked after Children visited within timescales	Jane White	Sharon Hawkins	73.0%	66.0%	66.0%	69.0%	70.0%	76.0%	76.0%	82.0%	86.0%	83.0%	79.0%	84.0%	82.0%	⇒ -2%	↑ 12%	▲	76.3%	86.0%	-	-	-		- This area still shows a consistent trend, however there is still room for improvement and no room for complacency. There is a drive to ensure that visits are also recorded in a timely fashion. This is core business for Looked After Children.

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LAC9	Percentage of IFA placements (of all looked after children)	Jane White	Julian Watkins	26.7%	26.5%	25.9%	24.9%	26.0%	26.4%	27.0%	26.0%	26.1%	25.6%	26.6%	26.9%	27.4%	→ 2%	→ 3%	▼	26.3%	27.4%	-	-	-		-Slight fluctuation due to some challenging placement breakdowns this month. Discussion is ongoing about how best to recruit more in house carers, with a large recruitment drive being planned, ideally for the autumn period.
LAC9 (val)	Number of IFA placements	Jane White	Julian Watkins	163	162	156	151	157	159	158	152	148	139	145	144	144	→ 0%	↓ -12%	▼	152	163	-	-	-		As above (LAC9)
LAC15	Number of foster carers at the end of period	Jane White	Julian Watkins	-	-	-	-	-	-	-	-	-	-	-	-	175	- n/a	- n/a		175	175	-	-	-		-We are working on a major recruitment drive with colleagues from Communications currently.
NI147	Percentage of Care Leavers in contact and in suitable accommodation	Jane White	Mary Hardy	New	New	New	New	New	New	New	New	New	83.6%	88.0%	84.3%	84.4%	→ 0%	- n/a	▲	85.1%	88.0%	-	-	-		No change from last month, new housing contracts in place from 01/07/17 with additional capacity for supported lodgings which should impact positively on this indicator.
M1	Number of contacts received (includes contacts that become referrals)	Jane White	Catherine Parkin	1256	1395	1377	1480	1547	1534	1260	1466	1510	1753	1278	1605	1357	↓ -15%	→ 8%		1448	1753	-	-	-		There has been a decrease in the number of contact this month and is slightly lower than the monthly average. It is unclear why this is and yet to be determined if this will continue as typically number are in excess of 1400 per month. A range of audit activity has commence in July regarding decision making at the front door to provide additional scrutiny above that provided by the systems in MASH & management oversight.
M2	Number of new referrals of Children In Need (CIN)	Jane White	Catherine Parkin	334	373	300	417	320	208	198	270	288	287	244	333	307	→ -8%	→ -8%		298	417	-	-	-		There has been a slight decrease in referrals this month and this would be expected in relation to the number of contacts, however the percentage of contacts that become referrals has slightly increased this month.
M2-NI	Number of new referrals of Children in Need (CIN) rate per 10,000 (0-17 year olds)	Jane White	Catherine Parkin	70	76	61	85	65	42	40	55	59	58	50	68	62	→ -9%	↓ -11%		61	85	-	-	-		There has been a slight decrease in referrals this month and this would be expected in relation to the number of contacts, however the percentage of contacts that become referrals has slightly increased this month. This remains higher than our SN & regional and national figures.
M3	Percentage of all contacts that become new referrals of Children In Need (CIN)	Jane White	Catherine Parkin	26.6%	26.7%	21.8%	28.2%	20.7%	13.6%	15.7%	18.4%	19.1%	16.4%	19.1%	20.7%	22.6%	→ 9%	↓ -15%		20.7%	28.2%	-	-	-		There has been a slight decrease in referrals this month and this would be expected in relation to the number of contacts, however the percentage of contacts that become referrals has slightly increased this month.
M4	Number of new referrals of children aged 13+ where child sexual exploitation was a factor	Jane White	Catherine Parkin	4	3	3	6	3	2	0	1	3	0	1	2	5	↑ 150%	↑ 25%		3	6	-	-	-		There has been a slight increase this month, however this fluctuates month on month.
M5	Number of children receiving Universal Help services who are stepped up for Children In Need (CIN) assessment	Jane White	Catherine Parkin	36	28	37	22	27	30	25	27	31	3	7	7	8	↑ 14%	↓ -78%		22	37	-	-	-		This figure has remained static in June and is showing a decrease in the last three months, however this measure only captures EH cases open to Early Help and not the wider EH offer which is showing an increase as cases are stepped down from Social care.
M6-QL	Percentage of referrals which are re-referrals within one year of a closure assessment	Jane White	Catherine Parkin	23.7%	20.1%	20.7%	19.7%	23.1%	20.2%	14.6%	16.7%	19.8%	22.0%	22.0%	18.0%	19.0%	→ 6%	↓ -20%	▼	20.0%	23.7%	-	-	-		There has been a slight increase this month, this figure has fluctuated over the past 12 months and continues to indicate a general reducing trend. This measure is being monitored due to the reduction in CIN & LAC numbers over recent months.
M6-QL (val)	Number of referrals which are re-referrals within one year of a closure assessment	Jane White	Catherine Parkin	79	75	62	82	74	42	29	45	57	63	54	60	57	→ -5%	↓ -28%	▼	60	82	-	-	-		There has been a slight increase this month, this figure has fluctuated over the past 12 months and continues to indicate a general reducing trend. This measure is being monitored due to the reduction in CIN & LAC numbers over recent months.
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	79.1%	75.0%	79.0%	76.0%	81.0%	91.0%	90.0%	88.0%	87.0%	84.0%	81.0%	83.0%	81.0%	→ -2%	→ 2%	▲	82.7%	91.0%	-	-	-		There has been a slight decrease this month - this is linked to the level of focus also on high risk domestic abuse referrals dealt with by the front door and MASH (65 HRDA referrals in June) and there is also an ATM vacancy in the team which reduces management capacity. It also needs to be noted that whilst the number of contacts & referrals decreased this month the cases coming through the front door and MASH are requiring more work to determine outcomes decisions.