
CHILDREN'S SERVICES PERFORMANCE MANAGEMENT INFORMATION

REASON FOR THE REPORT

1. The Children and Young People Scrutiny Committee is responsible for scrutinising the performance of Children's (social) Services. This report sets out performance data outlining progress against commitments, for the quarter ending 31 March 2018.

BACKGROUND

2. The Performance Management Framework includes the production of quarterly performance reports designed to provide an overview of corporate and directorate performance. Effective scrutiny of performance is an important component of the Framework as it provides the opportunity to challenge performance levels, and helps focus on the delivery of Council priorities and targets.
3. The Quarter 4 performance report is due to be presented to Cabinet on 14 June 2018; the report includes a summary of each Directorate's performance together with an update on progress towards delivering the Strategic Directorate Priorities for each of the Council's seven Directorates.
4. This report provides the following information in its appendices:
 - a. **Appendix A** - Corporate Plan Score Card for Priority 2 – Supporting Vulnerable People
 - b. **Appendix B** - Directorate's Quarter 4 performance report
 - c. **Appendix C** - A report showing trends for the indicators that measure progress in delivering the Strategic Directorate Priorities
 - d. **Appendix D** - detailed breakdown of Wellbeing Contacts / Referrals.

5. The performance report attached at **Appendix C** has been constructed to highlight the progress made in delivering the Strategic Directorate Priorities, via associated performance indicators. It also provides commentaries that help to identify progress, issues and actions planned where the trend in performance is falling. To make the information in the performance report clearer, each indicator is accompanied by an arrow, and in some cases, a happy, neutral or sad face. For your information, these symbols represent the following:
 - The face symbol shows whether performance is likely, unlikely to, or may meet the target set for the year.
 - The arrow direction shows whether performance has declined, has been sustained or improved when compared with an appropriate previous period.

6. A detailed breakdown of Wellbeing Contacts / Referrals is provided at **Appendix D** for the Committee's information. This report shows the source and outcome of the 6,476 Wellbeing Contacts / Referrals received by Children's Services during Quarter 4. **Appendix D** also details the source and outcome of the 374 Wellbeing Assessments that were completed during the quarter. Please note that the figures for numbers of assessments does not match because the PI requires us to include provision of Advice and Assistance.

PERFORMANCE DURING QUARTER 4: JANUARY TO MARCH 2018

7. The Quarter 4 Corporate Plan scorecard, attached at **Appendix A**, covers:
 - The Well-being Objective
 - Commitments and their RAG status
 - Measures to assess progress
 - Actual results and targets

8. The Quarter 4 Directorate performance Report, attached at **Appendix B**, covers:
 - The Strategic Directorate Priority
 - Measures
 - Actual results and targets
 - Quarter 3 position against Headline Actions in the Directorate Delivery plan

PREVIOUS SCRUTINY

9. At the December 2017 committee meeting, Members considered the information provided to enable scrutiny of Quarter 2 performance. Members agreed that a new format of performance reports was needed, which included additional information to enable the Committee to assess the Directorate's progress in addressing the challenges and risks that it is facing. The Committee asked for additional monitoring information for four key areas, namely:

- Recruitment and retention of children's social workers;
- The percentage of social worker vacancies, and number and cost of resultant agency staff.
- Performance in relation to the timeliness of assessments; and
- The percentage of looked after children returned home from care during the year.

10. At the March 2018 committee meeting, Members considered the information provided to enable scrutiny of Quarter 3 performance, including the additional information requested as outlined above. Having considered the information provided, the Chair wrote to Councillor Hinchey, Cabinet Member Children & Families, stating that whilst Members *'appreciated the amount of work that had been undertaken to develop this format they found it to be quite difficult to understand. The Committee therefore agreed to set up a Member's panel to work with officers from Children's Services to develop a more simplified version that meets their needs and enabled officer to easily provide the necessary information.'*¹

WAY FORWARD

11. At the meeting, Councillor Graham Hinchey, Cabinet Member Children & Families, Sarah McGill, Director of People & Communities, and Irfan Alam, Assistant Director of Children's Services, will attend to give a presentation and to answer questions that Members might have.

¹ Letter from Councillor Bridgeman to Cllr Hinchey, dated 14 March 2018

12. The presentation will:
 - a. provide an overview of the key areas that Members have previously highlighted that they wish to receive more information on, *detailed at point 10 of this report*, reporting on performance and the actions that managers will take to address the issues in these areas.
 - b. highlight issues that officers would like to bring to the Committee's attention, including work to enhance prevention services and partnership arrangements recently agreed by the Public Service Board.
 - c. provide Members with an opportunity to explore how best to enhance the performance information provided to the Committee.

13. Members are invited to consider the information set out in the report and to identify any issues, which require more detailed scrutiny.

LEGAL IMPLICATIONS

14. The Scrutiny Committee is empowered to enquire, consider, review and recommend, but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Executive / Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers of behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

FINANCIAL IMPLICATIONS

15. The Scrutiny Committee is empowered to enquire, consider, review and recommend, but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Executive / Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to consider the contents of the report and report any comments to the Cabinet Member.

Davina Fiore

Director of Legal Services and Governance

6 June 2018