

# Children and Families Overview and Scrutiny Committee

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**Date of Meeting:** 26 September 2016

**Report of:** Kath O'Dwyer,  
Executive Director – People & Deputy Chief Executive.

**Subject/Title:** Children & Families Performance Scorecard – Quarter 1, 2016-17

**Portfolio Holder:** Cllr Liz Durham

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## 1. Report Summary

1.1. This report and the attached performance scorecard provide an overview of performance across the Children and Families Service for Quarter 1, 2016-17.

## 2. Recommendation

2.1. Scrutiny is recommended to:

- a) Note the contents of the report and scorecard; and
- b) Scrutinise areas where expected levels of performance are not being met.

## 3. Other Options Considered

3.1. Scrutiny may want to consider the performance of the Service more or less frequently.

## 4. Reasons for Recommendation

4.1 One of the key areas of focus for the Children and Families Overview and Scrutiny Committee is to highlight areas of poor performance and to scrutinise the effectiveness of plans in place to improve services. Overview and Scrutiny has an important role to play in the performance management systems of the local authority.

4.2 The Children and Families performance scorecard provides essential data, along with qualitative information, to measure the effectiveness of services within children's services. This report and scorecard will be provided to Scrutiny on a quarterly basis to enable the Committee to maintain an overview of performance across the Service.

## 5. Background

5.1. This report and scorecard sets out the performance against the agreed measures across the Children and Families Directorate for quarter 1 (1<sup>st</sup> April – 31<sup>st</sup> June 2016).

5.2. The performance scorecard details the following:

- Measure – details of each performance measure
- Polarity – whether it is good to have the measure high or low
- Statistical neighbour average – gives a comparator against local authorities with similar characteristics to Cheshire East. Cheshire East's statistical neighbours in rank order are:
  - Cheshire West and Chester
  - Warwickshire
  - Central Bedfordshire
  - Warrington
  - Hampshire
  - North Yorkshire
  - East Riding of Yorkshire
  - Solihull
  - North Somerset
  - West Berkshire
- National average – gives a national comparator figure
- Target – this is either a national target, eg, adoption timeliness, or a local one set by the service to provide a 'good/outstanding' service
- Year end 2014-15 – enables Members to compare existing performance to that in the previous year
- Quarterly performance – enables Members to compare performance from quarter to quarter
- Year end 2015-16 – as this is a quarter 4 report, this provides a year end figure
- RAG – this is a rating of red, amber, green based on current performance against the expected level of performance
- Direction of travel – this provides the direction of travel this quarter and whether this is positively or negatively in an upward/downward trajectory or static
- Comments – this provides a general commentary on the information presented
- C&YP Plan Priority – links the measure to the relevant priority within the Children and Young People's Plan
- Corporate Priority – links the measure to the relevant priority within the Council's Corporate Plan

5.3. A number of changes have been made since quarter 4 to make the measures around prevention and early intervention more appropriate. This explains the increase in measures from the previous quarter. Further amendments will be made to the scorecard for quarter 2, including incorporating more information around targets.

## **6. Performance Overview**

6.1. The performance scorecard at Appendix 1 includes 70 separate measures covering all areas of the service. Some of these measures are non-performance related, eg those that relate to population cohorts. In total, 53 of

these measures relate to performance and have been RAG rated. A breakdown summary is set out follows:

Performance Measures	Red	Amber	Green	n/a	Total
This quarter	6	20	27	17	70
Previous quarter	10	16	25	18	69

- 6.2. The above table shows that there has been some improvement in Children and Families performance from the previous quarter; there has been an increase in those measures judged green or amber and a reduction in red rag rated measures. Of the 6 red RAG rated measures, actions are underway to address all of these. Two measures relate to the health of cared for children; whilst needing further improvement, the percentage of initial health assessments completed by paediatricians within 20 days is showing significant improvement from 24% in April 2016 to 57% in June 2016. A new Cared for Nurse has been in post since July 2016 to drive the improvements around the health of cared for young people.
- 6.3. Whilst it is important to look at the current performance around particular measures, it is equally important to look at the direction of travel and to RAG rate this in relation to performance, ie, whether this is improving (green), staying broadly the same (amber) or getting worse (red). A summary of the direction of travel of performance across the service is detailed below.

Direction of Travel	Red	Amber	Green	n/a	Total
This quarter	5	17	44	4	70
Previous quarter	7	19	39	4	69

- 6.4. The direction of travel shows broadly that most measures of performance are on a positive trajectory, and this trajectory has improved from the previous quarter. In 5 areas under-performance has not improved or dipped. In all of these areas, work is underway to improve, for example, one of these links to the appointment of the Cared for Nurse; two measures relate to engagement with children's centres, which is low in part due to the high take up of free childcare. In terms of the percentage of new education, health and care plans (EHCP) completed with 20 weeks, additional staff are being recruited to the team to ensure that demand can be met and timeliness improved.

## **7. Wards Affected and Local Ward Members**

- 7.1. The performance measures relate to all ward areas.

## **8. Implications of Recommendation**

### **8.1. Policy Implications**

- 7.1.1 There are no direct policy implications, although low or high performance in a certain area may lead to suggest changes in policy to address them.

### **8.2. Legal Implications**

- 7.2.1 There are a no direct legal implications.

### **8.3. Financial Implications**

- 7.3.1 Although there are no direct financial implications related to this report, performance measures may be used as an indicator of where more or less funding is needed at a service level.

### **7.4 Equality Implications**

- 7.4.1 Members may want to use the performance scorecard to ensure that services are targeted at more vulnerable children and young people.

## **9. Access to Information**

- 9.1. The background papers relating to this report can be inspected by contacting the report writer:

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