

Children and Families Overview and Scrutiny Committee

Date of Meeting: 25 November 2019

Report Title: Children and Families Scorecard - Quarter 2 (2019-20)

Portfolio Holder: Cllr Dorothy Flude, Portfolio Holder for Children and Families

Senior Officer: Mark Palethorpe, Acting Executive Director of People

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 2 of 2019-20.

2. Recommendation/s

- 2.1. Scrutiny is recommended to:
- 2.1.1 Endorse the new scorecard developed for quarter 2;
 - 2.1.2 Note the contents of the report and scorecard; and
 - 2.1.3 Scrutinise areas where expected levels of performance are not being met.

3. Reasons for Recommendations

- 3.1. 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. 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.

4. Other Options Considered

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

5. Background

- 5.1. This quarterly report provides the Committee with an overview of performance across Children's Services. This report and scorecard relates to quarter 2 of 2019-20 (1st July – 30th September 2019).
- 5.2. The key measures within the scorecard align with each Department Plan for 2019-20, linked to priorities.
- 5.3. The performance scorecard details the following:
 - Reference – this aims to give each measure a specific reference depending on which part of the service is responsible – CSC is Children's Social Care, Ed&S is Education and Skills and P&E is Prevention and Early Help.
 - Lead Department – Identified which of the three departments within Children and Families the measure relates to.
 - Measure – details of each performance measure.
 - Corporate Outcome – links the measure to the relevant priority within the Council's Corporate Plan
 - Portfolio – sets out which Portfolio Holder is responsible for each measure.
 - Responsible Officer – identifies the lead officer for the measure.
 - Benchmark - provides detail of performance in context where measure can be benchmarked either within a local or national context.
 - Year end 2018-19 – enables Members to compare existing performance to that of the previous year.
 - Quarterly performance – enables Members to compare performance from quarter to quarter.
 - Proposed Quarterly/Annual Target 2019-20 – this is the target that the service has set and will be RAG rated against.
 - RAG and direction of travel – RAG colour is a rating of red, amber, green based on current performance against the expected level of performance/target. Direction of travel is indicated by a 'smiley face' as follows:



Improving direction of travel from previous quarter (or previous reporting period) regardless of measure polarity.



Static direction or within 10% tolerance of travel from previous quarter (or previous reporting period) regardless of measure polarity.

Where data fluctuations are negligible (e.g. when data is rounded up/down), this direction of travel will also be applied.



Worsening direction of travel from previous quarter (or previous reporting period) regardless of measure polarity.

6. Performance Overview

- 6.1. The performance scorecard at Appendix 1 includes 42 separate measures covering all areas of the service. Some of these measures are non-performance related, e.g. those that relate to population cohorts. In total, 38 of these measures relate to performance and have been RAG rated. A breakdown summary is set out follows (it is not possible to compare to the previous quarter due to the change in measures:




Performance Measures	Red	Amber	Green	n/a	Total
This quarter	9	13	16	4	42

7. Red RAG rated performance

- 7.1. There continues to be some areas of performance that are RAG rated as red. Activity is underway in all these areas to address under-performance.

8. Performance Direction of Travel

- 8.1. 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				n/a	Total
This quarter	11	12	18	1	42

9. Implications of the Recommendations

9.1. Legal Implications

9.1.1. There are a no direct legal implications.

9.2. Finance Implications

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

9.3. Policy Implications

9.3.1. There are no direct policy implications.

9.4. Equality Implications

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

9.5. Human Resources Implications

9.5.1. There are no direct human resource implications.

9.6. Risk Management Implications

9.6.1. There are risks associated with some performance measures, e.g. increases in demand and timeliness of services.

9.7. Rural Communities Implications

9.7.1. There are no direct implications for rural communities.

9.8. Implications for Children & Young People/Cared for Children

9.8.1. The Children and Families Scorecard enables elected members to identify areas of good performance and areas for improvement in relation to children and young people, including cared for children.

9.9. Public Health Implications

9.9.1. There are no direct implications for public health.

9.10. Climate Change Implications

9.10.1. This paper does not impact on climate change.

10. Ward Members Affected

10.1. The performance measures relate to all ward areas.

11. Consultation & Engagement

11.1. Not applicable.

12. Access to Information

12.1. The scorecard is attached is attached at Appendix 1.

13. Contact Information

13.1. Any questions relating to this report should be directed to the following officer:

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