

Children and Families Overview and Scrutiny Committee

Date of Meeting: 27 June 2016

Report of: Kath O'Dwyer, Deputy Chief Executive and Executive Director - People

Subject/Title: Children and Families Performance Scorecard – Quarter 4, 2015-16

Portfolio Holder: Cllr Liz Durham

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 4 of 2015-16.

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 on a six-monthly or annual basis.

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 investigate methods of improving that performance. Overview and Scrutiny has an important role to play in the performance management systems of the local authority. The 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. Ofsted inspected the local authority in July 2015. In their report, published in September 2015, Inspectors highlighted the need for Scrutiny Committee to receive a broader overview of information to ensure it can take an overview of patterns and trends in performance.
- 5.2. An outline report was brought to Scrutiny in February 2016 setting out the scorecard template and performance relating to quarter 3. The format and

content for future reporting were agreed and the scorecard at Appendix 1 reflects changes agreed. This report and scorecard sets out the performance against the agreed indicators across the Children and Families Directorate for quarter 4, 1st January – 31st March 2016.

5.3. 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

5.4. More detailed performance information is monitored and scrutinised at a team and service level within Children and Families; this will also be presented to Scrutiny in line with the agreed work programme.

6. Performance Overview

- 6.1. The performance scorecard at Appendix 1 includes 69 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, 51 of these measures relate to performance and have been RAG rated. A breakdown summary is as follows:

Performance Measures	Red	Amber	Green	n/a	Total
Quarter 4 2015-16	10	16	25	18	69

- 6.2. Actions are underway to address all of the red RAG rated measures. Two of these red relate to the number of cared for children. Whilst the number of cared for children has increased by over 8% in the past year, Cheshire East remains lower than most of its statistical neighbours including, locally, Warrington and Cheshire West and Chester. Measures in relation to the initial health assessments and health checks of cared for children have been subject to considerable scrutiny by the Local Safeguarding Children Board, Corporate Parenting Board and have been reported to the Health and Wellbeing Board. This has resulted in some improvements, in particular in relation to initial health assessments requested. A new Cared for Nurse is expected in post in July 2016 to drive these developments.

- 6.3. A summary of the direction of travel of performance across the service is detailed below.

Direction of Travel	Red	Amber	Green	n/a	Total
Quarter 4 2015-16	7	19	39	4	69

- 6.4. This shows broadly that most measures of performance are on a positive trajectory. In 7 areas, under-performance has not improved or dipped. In all of these areas, work is underway to improve, for example, four new members of staff have been recruited to address the transfers from statements of educational needs/learning difficulty assessments to education, health and care plans; performance in this area is therefore expected to see an improvement in quarter 1 of 2016-17.

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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