

Children and Families Overview and Scrutiny Committee

Date of Meeting: 25 September 2017

Report of: Mark Palethorpe, Acting Executive Director of People

Subject/Title: Children and Families Performance Scorecard – Quarter 1, 2017-18

Portfolio Holder: Cllr George Hayes

1. Report Summary

1.1. This report and the attached performance scorecard provide an overview of

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. 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 quarterly report provides the Children and Families Overview and Scrutiny Committee of performance across Children's Services. This report and scorecard relates to quarter 1 of 2017-18 (1st April – 30th June 2017).

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 2015-16 – enables Members to compare existing performance to that in the previous year
- Quarterly performance – enables Members to compare performance from quarter to quarter
- 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. Throughout 2016-17 considerable took place to devise and develop comprehensive detailed scorecards for the Special Educational Needs Service, the Education and 14-19 specialist services, and the Prevention and Support services. This overarching Children and Families Service scorecard for 2017-18 has been revised in line with the key indicators recorded in these for consistency. This includes changes in terms of reporting some figures half termly in line with the school year.

6. Performance Overview

6.1. The performance scorecard at Appendix 1 includes 74 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, 52 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	4	9	39	22	74

- 6.2. The measures rated red in the scorecard include the numbers and rates of cared for children, which have continued to rise. This rise is reflected locally and nationally, including our statistical neighbours CWAC and Warrington.
- 6.3. The percentage of initial health assessments completed by paediatricians within 20 days also has performance significantly below target. In quarter 1 a total of 58 assessments were required to be completed within 20 days. Currently a total of 40 of these have been completed; 24 within timescales, 16 out of timescales and 18 not yet completed. This indicator remains subject to detailed scrutiny and challenge through the Corporate Parenting Committee and Local Safeguarding Children Board.
- 6.4. Lastly, there has been a dip in performance around the percentage of new education, health and care plans (EHCP) completed with 20 weeks. Whilst quarter 1 has seen a reduction in timeliness from quarter 4, this is still a considerable improvement on the performance at the same point last year. Actions are underway to address this performance.
- 6.5. 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	6	20	48	0	74

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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