
PERFORMANCE INDICATORS Q2 2017/18

Purpose of the Report

1. To provide Members with an update on performance against key performance indicators.

Summary

2. This report provides quarter 2 (July – September) 2017/18 performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 12 June 2017, and subsequently by Scrutiny Committee Chairs.
3. The indicators included in this report are aligned with key priorities and are likely to be those used to monitor the Corporate Plan 2017/21, which is being developed. Other indicators may be referenced when appropriate in narrative provided by the relevant Assistant Directors, when providing the committee with performance updates.
4. It is suggested monitoring focuses on issues and exceptions, and relevant assistant directors will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
5. Where indicators are reported annually, quarterly updates will not be available.

Where are we performing well?

6. The Qtr 2 figure for contacts completed within 1 working day was 98% which exceeds the target of 95% and 1% of contacts were completed in more than 3 working days, which is better than the target of 5%.
7. The Qtr 2 percentage for assessments completed within 45 working days was 94%, better than the target of 90%. Our performance is higher than our statistical neighbour (89%) and England average (83%).
8. At the end of Qtr 2 100% of child protection reviews were completed within timescale (97% statistical neighbour, 94% England average), again evidencing that children subject to CP are seen and safeguarded.
9. 94% of statutory visits of Looked After Children were completed in timescale at the end of Qtr 2, which is better than the target of 90%, and is better than the 2016/17 year end (87%).
10. At the end of Qtr 2 29.2% of Care Leavers were not in employment, education or training (NEET). This is better than the target of 30% and is a reduction of 8.3% when compared

with Qtr 1. Of the Care Leavers who are currently NEET, 71% are not available for work due to illness, pregnancy or parenting.

Where do we need to improve?

11. At the end of Qtr 2 there had been 133 re-referrals within 12 months of a previous referral, which is a rate of 23.1%. This is higher than the target of 20% and the national (22%), regional (21%) and statistical (20%) benchmarks however, the monthly rate of re-referrals for September was 15.6%, which is lower than the target of 20%. Every case highlighted as a re-referral has been analysed by the Head of Service to ensure that they were appropriate.
12. At the end of Qtr 2 performance for 3 or more placement moves was 12% of the looked after children. This is higher than statistical neighbours (8%), North East average (9%) and England average (10%). A tracker has been developed to show the number of placements each Looked After Child has had, this ensures that the Head of Service has oversight of all placement moves and has led to a reduction from 15.8% in Qtr 1. Similarly, the rate of Looked After Children who have been in their current placement for 2 or more years is below target. As with placement moves, a tracker and procedure has been developed and is managed on a monthly basis to ensure stability of placements and to address any issues as soon as they arise to prevent placement breakdown.
13. At the end of Qtr 2, 42% of Looked After Children had an up to date health check. This is higher than at the same point in 2016/17 (37%) and will continue to be monitored on a monthly basis through a health tracker. The tracker is reported to Head of Service, Assistant Director and Director on a monthly basis as part of the Performance Reporting cycle. 34% of Looked After Children had an up to date dental check, as with health checks, this is higher than at the same point in 2016/17 (16%), and will continue to be monitored on a monthly basis through a dental tracker.
14. A performance scorecard is attached at Appendix 1 and a Children's Social Care Monthly Performance and Quality Assurance Report for quarter 2 is attached at Appendix 2.

Recommendation

15. It is recommended:

- a) that performance information provided in this report is reviewed and noted, and relevant queries raised with the appropriate Assistant Director.

Suzanne Joyner
Director of Children and Adult Services

Background papers

No background papers were used in the preparation of this report.

Sharon Raine Head of Performance and Transformation : Extension 6091

S17 Crime and Disorder	This report supports the Council's Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Sustainability	This report supports the Council's sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This report supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes
Efficiency	Scrutiny of performance is integral to optimising outcomes.