
PERFORMANCE INDICATORS Q3 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 3 (October – December) 2017/18 performance information in line with an indicator set agreed by Monitoring and Coordination Group on 12 June 2017, and subsequently by Scrutiny Committee Chairs.
3. It is recommended that 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.
4. Where indicators are reported annually, quarterly updates will not be available.

Where are we performing well?

5. The Qtr. 3 figure for contacts completed within 1 working day was 97% which exceeds the target of 95% and 0.6% of contacts were completed in more than 3 working days, which is better than the target of 5%.
6. 97% of referrals during Qtr. 3 were completed within 1 working day, above the target of 90%, with 1.5% of referrals taking more than 72 hours to complete, which is better than the target of 5%.
7. The Qtr. 3 percentage for assessments completed within 45 working days was 95%, which exceeds the target of 90%. Our performance is higher than our statistical neighbour (89%) and England average (83%).
8. At the end of Qtr. 3 100% of child protection reviews were completed within timescale (97% statistical neighbour, 94% England average), again evidencing that children subject to Child Protection are seen and safeguarded.
9. 94% of statutory visits of Looked After Children were completed in timescale at the end of Qtr. 3, which is better than the target of 90%, and is better than the 2016/17 year end (87%).
10. At the end of Qtr. 3 27.3% of Care Leavers were not in employment, education or training (NEET). This is better than the target of 30% and is a reduction of 1.9% when compared with Qtr. 2. Of the Care Leavers who are currently NEET, 77% are not available for work due to illness, pregnancy or parenting.

Where do we need to improve?

11. At the end of Qtr. 3 there had been 177 re-referrals within 12 months of a previous referral, a rate of 22%, which although an improving picture, remains higher than the local target of 20% and the statistical benchmarks (20%). However, the December in-month rate was 19.2%, which is showing continuous and sustained improvement. Every case highlighted as a re-referral has been analysed by the Head of Service to ensure that they were appropriate.
12. The rate of children in care who have been in their current placement for 2 or more years was 58%, which is improving but is still below the local target of 65%. Placement stability is managed on a monthly basis to address any issue as they arise to prevent placement breakdown.
13. 59% of children in care had an up to date review health check and 51% had an up to date dental check. Whilst both are higher than at the same point in 2016/17 (49% and 48%) they continue to be monitored closely by the Head of Service.
14. A performance scorecard is attached at Appendix 1 and a Children's Social Care Monthly Performance and Quality Assurance Report for quarter 3 is attached at Appendix 2.

Recommendation

15. It is recommended that performance information provided in this report is reviewed and noted, and relevant queries are 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.