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**PERFORMANCE INDICATORS Q4 2017/18 AND PROPOSED INDICATORS FOR  
2018/19**

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**Purpose of the Report**

1. To provide Members with outturn performance data against key performance indicators for 2017/18.
2. To provide Members with a proposed basket of performance indicators for 2018/19 and to seek feedback on that proposed basket.
3. To note the proposed schedule for performance reporting set out in para 11.

**Summary**

4. This report provides quarter 4 (January – March) 2017/18 performance information in relation to an indicator set agreed by Monitoring and Coordination Group on 12 June 2017, and additional indicators of relevance to this scrutiny committee in the course of the year.
5. 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.

Where are we performing well?

6. During 2017/18:
  - a) 96.7% of Contacts were completed within 1 working day which exceeds the target of 95% with only 0.6% of contacts completed in more than 3 working days.
  - b) 96% of referrals were completed within 1 working day, above the target of 90%, with 1.8% of referrals taking more than 72 hours to complete, which is better than the target of 5%.
  - c) 93.3% of assessments were completed within 45 working days, which has been consistently better than the target of 90%, and higher than statistical neighbours (89%) and England average (83%).
  - d) 100% of child protection reviews completed within timescale (97% statistical neighbour, 94% England average).

- e) 100% of LAC reviews completed within timescale, an improvement on 2016/17 year end demonstrating that Care Plans for children in care are reviewed regularly, with their needs monitored and addressed in a timely way.
- f) 93.4% of LAC statutory visits were completed in timescale, better than the target of 90%, and the 2016/17 year end (87%).
- g) 100% of all of our Children in Need, Children Protection and Children in Care have an allocated Social Worker, this performance is consistently sustained.
- h) 32.2% of our Care Leavers are not in employment, education or training (NEET), this is better than the target of 33%. Of the 19 Care Leavers who are currently NEET, 12 are not available for work due to illness, pregnancy or parenting.

### **Where we need to improve**

#### **7. During 2017/18:**

- a) There were 247 re-referrals within 12 months of a previous referral, a rate of 21.9%, which although an improving picture, remains higher than the local target of 20% and the statistical benchmarks (20%). Every case highlighted as a re-referral has been analysed by the Head of Service to ensure they were appropriate.
- b) The percentage of children who had been in their current placement for 2 years or more who had been in care for 2½ years or more positively increased to 65.1% at the end of March 2018. This means the target of 65% that had been set has been reached. However performance remains behind benchmarks and therefore remains an area for improvement. Placement stability is constantly managed to ensure any issues are addressed as they arise to prevent placement breakdown.
- c) The percentage of children placed 20 miles or more away from home has seen an increase to 12% at the end of March, when compared to the 2016/17 year-end performance of 7.8%. This will require rigorous monitoring going forward.
- d) At the end of March, there were 87.5% (140/160) children with an up-to-date dental check in the past 12 months. There were an additional 12 children (7.5%) who refused to have a dental check. This year-end performance is an increase on the previous year-end performance which was 75.9%. However, it is acknowledged this performance must improve further in the next reporting year.

- 8. A performance scorecard is attached at Appendix 1 showing some of the indicators reported to the Committee. A Children's Social Care Monthly Performance and Quality Assurance Report for quarter 4 (year-end) is attached at Appendix 2 providing additional information on indicators reported to the Committee.

## **Scrutiny indicators 2018/19**

9. A review of the indicator set and scrutiny committee allocation is due to ensure the continued relevance of the indicator set to the scrutiny committee's work plan for 2018/19.
10. The 2017/18 baskets of indicators have therefore been reviewed by Directors / Assistant Directors for continued relevance, and on 4 June 2018 Monitoring and Co-ordination Group reviewed and agreed a proposed set of indicators for 2018/19 and their allocation to individual scrutiny committees in accordance with their areas of responsibility and existing allocation.
11. Since Monitoring and Coordination Group met further review suggests the proposed set is increased to include those additional indicators this scrutiny committee received during 2017/18. The total proposed indicator set is therefore attached at Appendix 3.
12. Monitoring and Coordination Group also agreed the quarterly performance reporting schedule set out below:
  - Q1 - October 2018
  - Q2 - December 2018
  - Q3 - March 2019
  - Q4 - June / July 2019

## **Recommendations**

13. It is recommended:
  - a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors;
  - b) that the committee reviews the proposed basket of performance indicators for 2018/19 and provides feedback as appropriate;
  - c) that the committee notes the proposed schedule for performance reporting for 2018/19.

**Suzanne Joyner**  
**Director of Children and Adult Services**

## **Background papers**

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

Barbara Copson Performance Manager: Extension 6054

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.