

**PERFORMANCE INDICATORS Q3 2018/19**

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**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) 2018/19 performance information in line with an indicator set agreed by Monitoring and Coordination Group on 2 July 2018, and subsequently by Scrutiny Committee Chairs.
3. 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.
4. Where indicators are reported annually, quarterly updates will not be available.

Where are we performing well?

5. 98.1% of contacts were completed within 24 working hours, demonstrating that children's needs are screened and triaged quickly, and receive timely services, according to their needs.
6. 97.3% of Initial Child Protection Conferences (ICPC) were held within 15 working days from the Strategy meeting being held/Section 47 being initiated.
7. 100% Child Protection reviews have been completed within the required timescales.
8. 100% of children with a Child Protection Plan and 100% of Children Looked After have an allocated social worker.
9. 99.2% of Looked After reviews were completed within timescale.
10. 89.6% of statutory visits to Looked After Children were completed in timescale.
11. 93.8% who had a review health assessment due, received their assessment within the required timescale.
12. 19.3% of Care Leavers were not in employment, education or training (NEET).

### Where do we need to improve?

13. Timeliness of assessment is slightly below the target of 90%, reasons for this are analysed and monitored by the Head of Service.
14. 94.2% statutory child protection visits were completed within 15 working days, with 77.8% completed within 10 working days, this is slightly behind Quarters 1 and 2. Performance against this indicator will therefore continue to be closely managed.
15. Missing from home interviews have been offered within 72 hours in 91.3% of the cases, however 75.4% of young people actually engaged in the interview. Where the coordinator cannot engage the young person, they explore the issues with parents, carers, teachers or social workers.
16. The rate of Looked After Children is 110.6 per 10,000 population, this is above statistical, regional and national benchmarks.

### **Recommendation**

17. 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.
Impact on Looked After Children and Care Leavers	This report may have an impact on their emotional and physical health, social development, education and future employment.