



HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 24TH JUNE 2014

SUBJECT: PERFORMANCE MANAGEMENT 2013/14

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform Scrutiny Committee of the final position for 2013/14 in relation to the performance management figures for both adult services and children's services.

2. SUMMARY

- 2.1 Members will be aware from previous reports / presentations that adult services and children's services have a range of performance indicators. Some of these indicators are national indicators determined by Welsh Government while other are local indicators that have been created by senior managers to oversee areas not covered by the national indicators.
- 2.2 This report provides the end of year position in terms of performance information for 2013/14

3. LINKS TO STRATEGY

- 3.1 The performance indicators attached support the Directorate in meeting the range of objectives set out in the Single Integrated Plan, Corporate Plan, Improvement Objectives, the Director Of Social Services Annual report and the Adult's and Children's Service Improvement plans.

4. THE REPORT

- 4.1 As previously stated both the Adult services and Children's Services Divisions have a range of national and local indicators that oversee the work of the divisions. The targets are set at the start of each financial year and managed via the authority's Ffynnon system. The targets are a mix of national indicators set by Welsh Government (SCA's and SCC's) and local indicators (ASPI's).
- 4.2 Performance against the indicators is monitored on a monthly basis initially by the respective Divisional Management Teams and then by the Directorates Senior Management Team before going onto Corporate Management Team. This allows senior managers to identify any potential difficulties and take corrective action where possible.
- 4.3 In terms of 2013/14 the position can be summarised as follows:-

4.3.1 Adult Services

Adult Services have a total of 15 national and local indicators. In 2013 /14 there were six instances of improved performance, six where performance deteriorated and three where it remained unchanged. There are several indicators where further comment is warranted.

<u>Indicator</u>	<u>Comment</u>
SCA / 001 & ASPI 63	This indicator has been qualified by the Wales Audit Office as it is taken from the Health IT system HOWIS. This means that the Local Authority is unable to validate the accuracy of the information. Notwithstanding this It is recognised that performance on DTOC is not as good as it could be and it will remain a priority for the Directorate.
SCA/002a	Although the rate has reduced this should be seen as positive. The Directorates focus on signposting people as well as the impact of reablement and frailty means that the future targets for this area will be lower than in previous years.
SCA/007	Although the increase is only marginal Caerphilly CBC ids likely to be amongst the best performing authorities in Wales in this area.
ASPI 02	There is a slight increase on the figure of 60 for last year. This is due to an increase in the overall number of assessments and some assessments being delayed at the request of the service user / families.
ASPI 03, ASPI 17 & ASPI 18	It is encouraging that performance has continued to improve in these areas.
ASPI42	It is encouraging that no person is waiting for more than 14 days for personal care,

4.3.2 Children's Services

Children's Services have a total of 47 national and local indicators. In 2013 /14 there were 30 instances of improved performance, six where performance deteriorated and 11 where it remained unchanged, often because performance was already at 100% and has been maintained at that level. The levels of improvement have probably reached an optimum level and as a result, targets for 2014/15 need to realistically reflect the continued improvements made to date. There are several indicators where further comment is warranted.

<u>Indicator</u>	<u>Comment</u>
SCC/004	<u>LAC experiencing 3 or more placement moves</u> – although performance has deteriorated from 6.9% last year to 9.5%, it is still below the Welsh average of 10%. There are particular issues regarding the data requirement: a planned return home to family or a move to an adoptive placement are both counted despite the fact that it ends the period of the child being Looked After and is therefore positive. In addition, all Looked After Children on 1st April are automatically counted as having had one placement move even if they are in long term and stable placements.
SCC/011(a)	<u>% Assessments where child has been seen by a worker</u> has increased from 67.5% to 77.3% and reflects the fact that Caerphilly have an experienced and skilled unqualified cohort of workers who are considered competent to undertake assessments of family support and child in need cases. All staff are supervised by a Qualified member of staff.

SCC/011(b)	<u>% Assessments where child has been seen alone by a Social Worker</u> – although still under the target of 45%, the improvement on last years performance is significant from 36.9% at end of 2012/13 to 42.6% at end of 2013/14.
SCC/024	<u>% of PEP's in place within 20 school days</u> has improved significantly from 85.4% to 95.2%. This is testament to the partnership working between Children's Services, Education and Schools.
SCC/025	<u>% of Statutory Visits made within timescale</u> has improved from 74% to 95.5% and the improvement is due to prioritisation of this PI by the Divisional Management Team.
SCC/033(f)	<u>% of care leavers in education/training or employment at 19 yrs</u> has remained relatively stable at 60% but remains below the target of 75%. Performance can be severely skewed by the small number (18) of young people in this cohort. The reasons for all 18 young people are clearly recorded.

4.4 In terms of 2014/15 performance will continue to be monitored on a monthly basis by senior managers and reports will be brought to Scrutiny Committee in September 2014 and February 2015.

5. EQUALITIES IMPLICATIONS

5.1 An equalities impact assessment hasn't been completed at this time as this report is for information only.

6. FINANCIAL IMPLICATIONS

6.1 There are no direct financial implications arising from this report.

7. PERSONNEL IMPLICATIONS

7.1 There are no direct personnel implications arising from this report.

8. CONSULTATIONS

8.1 All comments from consultations are reflected in the main body of the report.

9. RECOMMENDATIONS

9.1 Members are asked to note the content of this report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 The report gives the detail on the actual performance of Adult and Children's Services against the national and local performance indicators for 2013/14.

11. STATUTORY POWER

11.1 Local Government Act 2000.

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Appendices:

Appendix 1- Children's Services PI Table – March 2014

Appendix 2- Adult Services PI Table – March 2014