



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 20TH OCTOBER 2015

SUBJECT: PERFORMANCE MANAGEMENT 2014/15

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform Scrutiny Committee of the final position for 2014/15 in relation to the performance management figures for both adult services and children's services and to inform scrutiny of forthcoming changes to the way that performance in social care will be managed from April 2016 in line with the requirements of the Social Services & Wellbeing (Wales) Act.

2. SUMMARY

- 2.1 Members will be aware from previous reports / presentations that social services and public protection 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 2014/15 as well as the performance for the first quarter of 2015/16.

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 social services and public protection 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 and local indicators.
- 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 2014/15 the detailed position regarding performance is set out as Appendix 1 of this report. Performance for the Council as a whole was discussed at Council on the 6 October 2015 but this report will give members the opportunity to scrutinise performance in more detail. Likewise Appendix 2 provides the performance position as at the 30th June 2015.
- 4.4 In April 2016 the Social Services & Wellbeing (Wales) Act will come into force. The Act will bring with it a change in emphasis in the way in which Social Services Performance is managed. There will now be a much bigger focus on outcomes for service users and a move from quantitative indicators to qualitative indicators which can best be described as measuring how well we work with people as opposed to how quickly we do things.
- 4.5 Appendix 3 of the report is a briefing note to Directors at the Greater Gwent Health Social Care & Wellbeing Leadership Group. Whilst this provides a very helpful summary, Members should be aware that this is the position as we understand it at the moment but some of the detail could be subject to change.
- 4.6 Compliance with the new requirements will require us to have received feedback from 400 service users in a calendar year. In order to be able to achieve this it is estimated that around 1600 questionnaires will need to be distributed each year (a response rate of 25%). Clearly it will take staff service users and staff to adjust to the new performance framework but members need to be aware that 2015/16 will be the last time performance will be reported in the traditional way.

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 This report sets out the Directorates performance in 2015/16 and also demonstrates the likely changes to performance management that will occur from April 2016.

11. STATUTORY POWER

11.1 Local Government Act 2000.

Author: Dave Street, Corporate Director Social Services
Consultees: Councillor Robin Woodyatt, Cabinet Member, Social Services
Jo Williams, Assistant Director, Adult Services
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Appendices:

Appendix 1 Performance Information 2015/16

Appendix 2 Briefing note to Directors at the Greater Gwent Health Social Care & Wellbeing Leadership Group re new Performance Requirements

Appendix 3 Greater Gwent Health Social Care & Wellbeing Leadership Group Meeting held on 2 Oct 2015