

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
CHILDREN, YOUNG PEOPLE AND EDUCATION SCRUTINY COMMITTEE

**JOINT REPORT OF THE HEAD OF CHILDREN AND
YOUNG PEOPLE SERVICES AND THE HEAD OF COMMISSIONING AND
SUPPORT SERVICES**

A. JARRETT and A. THOMAS

28 July 2016

Matter for Decision

Wards Affected: All

**CHILDREN AND YOUNG PEOPLE SERVICES – PROPOSED 2016-17
PERFORMANCE REPORTING ARRANGEMENTS**

Purpose of the Report

1. The purpose of the report covers the following three specific areas:
 - a. To inform Members of the Children and Young People Services (CYPS) statutory performance reporting obligations to Welsh Government during 2016-17.
 - b. To seek Members approval in the selection of CYPS Key Priority Indicators for 2016-17.
 - c. To seek Members approval for the quarterly reporting of a revised suite of Performance Indicators to Children, Young People and Education Committee during 2016-17.

Executive Summary

2. The report provides Members with information regarding CYPS revised performance reporting arrangements for 2016/17, namely: -

- a. Revised statutory performance indicator reporting arrangements to Welsh Government (2016/17)
- b. Revised selection of Key Priority Indicators for quarterly reporting to Children, Young People and Education Scrutiny Committee 2016/17

Background

3. The introduction of the new Social Services and Well-Being (Wales) Act 2014 sets out a performance framework, which aims to measure the progress of local authorities and to support them to continuously improve services. The focus of the 2016/17 performance framework is centered on evidencing/achieving better outcomes for individuals via a suite of both quantitative and qualitative performance measures.

This new set of performance requirements underpins Welsh Government's policy of empowering people to remain in control and to promote independence and not dependency. These proposals present a significant change in CYPS current reporting requirements to Welsh Government, with the emphasis shifting from the timeliness and quantity of support to a framework designed to evidence whether service intervention is making a positive difference to the lives of children, young people and families.

For Members benefit the new suite of statutory performance indicators are provided in **Appendix A**.

The 2016/17 CYPS Business Plan sets out its service priorities for the coming year. These are: -

- a. Evaluating outcomes based upon a framework that will evidence that we are making significant positive differences in the lives of the children and families we deal with
- b. Ensuring a consistency and depth of quality in the work that we complete on a day to day basis including participation and engagement
- c. Maintain a safe and measured approach to reducing the number of Children Looked After and ensuring a sufficiency in placements and accommodation
- d. Developing and delivering a robust and effective Family Support Strategy which will ensure a targeted approach to supporting children, young people and their families.

To evidence progress against the aforementioned priorities, it is suggested that in conjunction with the Head of Children and Young People Services, Members select approximately 8 of the 12 shortlisted Key Priority Indicators to be periodically reported to Children, Young People and Education Scrutiny Committee throughout 2016/17. The list of the 12 potential Key Priority Indicators for 2016/17 is detailed in **Appendix B**.

The Heads of both Children and Young People Services and Commissioning and Support Services believe that the quarterly reporting of statutory and key performance indicators will provide Members with a more balanced overview of performance within CYPS, which is less susceptible to monthly variation. Supplementary performance management information will regularly be provided to Members of Children, Young People and Education Scrutiny throughout 2016/17 in the form of specific Team Report Cards.

Financial Impact

4. After consideration, this is not applicable.

Equality Impact assessment

5. After consideration, this is not applicable.

Workforce Impacts

6. After consideration, this is not applicable.

Legal Impacts

7. This progress report is prepared under:
 - i) Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
 - ii) Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

8. After consideration, this is not applicable.

Consultation

9. No requirement to consult.

Recommendations

10. The following recommendations are proposed for Members consideration:
 - a) Members select a suite of approximately 8 Key Priority Indicators (from the provided shortlist) to be reported to Children, Young People and Education Scrutiny Committee throughout 2016/17.
 - b) Members agree to the **quarterly** reporting of both Statutory and Key Priority Indicators to the Children, Young People and Education Committee throughout 2016/17.

Reasons for Proposed Decision

11. The main reasons for the proposed decisions are as follows:
 - a) To ensure an appropriate set of Key Priority Indicators are selected, which evidence progress against the CYPS Business Plan Objectives for 2016/17.
 - b) To ensure Members are provided with a more balanced overview of performance via the quarterly reporting of statutory and key priority indicators.

Implementation of Decision

12. For immediate implementation

Appendices

13. Appendices listed as follows:
 - a) **Appendix A** – New Suite of Statutory Performance Indicators 2016-17
 - b) **Appendix B** – Potential Key Priority Indicators

List of Background Papers

14. None

Officer Contact

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Children and Young People Services

New Statutory Performance Measures to be reported to Welsh Government for 2016-17 onwards

Performance Measure	Description	Reporting Period
1	Percentage of assessments completed for children within 42 days from point of referral.	Quarterly
2	Percentage of children supported to live with their family.	Quarterly
3	Percentage of Looked After Children returned home from care during the year.	Quarterly
4	Percentage of re-registrations of children on the Local Authority Child Protection Register.	Quarterly
5	Average length of time (in days) for all children who were on the Child Protection Register during the year.	Quarterly
6	Percentage of children achieving the core subject indicator at Key Stage 2 & 3.	Annually (WG are responsible for collating this information)
7	Percentage of children seen by a registered dentist within 3 months of becoming looked after.	Annually
8	Percentage of Looked After Children at 31 st March registered with a GP within 10 working days of the start of their placement.	Annually
9	Percentage of Looked After Children who have experienced 1 or more changes of school, during period or periods of being looked after, which were not due to transitional arrangements.	Annually
10	Percentage of Looked After Children who have had 3 or more placements during the year.	Annually
11	Percentage of all Care Leavers who are in education, training or employment continuously for 12 and 24 months after leaving care.	Annually
12	Percentage of Care Leavers who have experienced homelessness during the year.	Annually

Suggested Key Priority Performance Indicators for Selection

Key Priority Indicator	Benefits and Limitations
<p>1. Percentage of Personal Outcomes that have been reviewed during the period that show positive progress or have been achieved as determined by families.</p>	<p>Benefits: This indicator is outcome focused and gives a service user view of how they feel they are making progress. This is very much in line with Welsh Government's expectations for Local Authorities to measure the difference their interventions have made. This Indicator will also evidence progress made against CYPS service priorities, as detailed within the 2016/17 Business Plan.</p> <p>Limitations: As this is still very much in its infancy, reporting will not become meaningful until later in the year. In addition, historical data will not be available for comparative purposes.</p>
<p>2. Percentage of Personal Outcomes that have been reviewed during the period that show positive progress or have been achieved as determined by professionals.</p>	<p>Benefits: This indicator is outcome focused and gives a service user view of how they feel they are making progress. This is very much in line with Welsh Government's expectations for Local Authorities to measure the difference their interventions have made. This Indicator will also evidence progress made against CYPS service priorities, as detailed within the 2016/17 Business Plan.</p> <p>Limitations: As this is still very much in its infancy, reporting will not become meaningful until later in the year. In addition, historical data will not be available for comparative purposes.</p>

<p>3. Staff supervision rates to include qualified and unqualified workers (<i>existing key priority indicator</i>)</p>	<p>Benefits: This is an indicator already in use by CYPE and reinforces to staff the commitment to ensure they have supervision.</p> <p>Limitations: The numbers alone tell CYPE nothing about the quality of supervision.</p>
<p>4. Average Number of Children's Cases held by Qualified Social Workers across the Service. This will include information for members on the highest and lowest caseloads as well as the total number of cases held (<i>existing key priority indicator</i>).</p>	<p>Benefits: This Indicator will give Members some information on the workload of their social workers. In general the lower the caseload the more able social workers will be to carry out good quality work with families. Members will be able to see the trends in caseloads and to ask for more information in relation to this.</p> <p>Limitations: The numbers alone give no indication of the complexity of each case or the amount of time need by social workers to manage them. The numbers will not give information about the quality of the work undertaken.</p>
<p>5. The number of social work vacancies across the service. To include number of leavers, starters and agency staff (<i>existing key priority indicator</i>).</p>	<p>Benefits: CYPE will be able to see and question fluctuations in staffing and sickness. This indicator will give an early warning to any problems with the morale of staff.</p> <p>Limitations: Without further information CYPE will not be aware of why individuals have left and their view of the service. In relation to sickness CYPE would need to request further information as to the reasons for absence.</p>

<p>6. Number of ongoing Disciplinarys within the Service.</p>	<p>Benefits: Measuring the number of Disciplinarys within CYPS could provide an indication of the quality of both the workforce and their output.</p> <p>Limitations: It could be perceived as focusing on a more negative aspect of the Service. Based on previous activity, Disciplinarys are likely to be relatively small in number. Reporting the underlying details against individual Disciplinarys could be problematic due to confidentiality issues.</p>
<p>7. Number of ongoing Grievances within the Service.</p>	<p>Benefits: Measuring the number of Grievances within CYPS could provide an indication of the quality of both the workforce and their output, including management oversight.</p> <p>Limitations: It could be perceived as focusing on a more negative aspect of the Service. Based on previous activity, Grievances are likely to be relatively small in number. Reporting the underlying details against individual Grievances could be problematic due to confidentiality issues.</p>
<p>8. Thematic reports on the findings of Case File Audits</p>	<p>Benefits: This is very much in line with Welsh Government's expectations for Local Authorities to measure the quality of support being provided to children, young people and their families. In particular, thematic audits aim to:</p> <ul style="list-style-type: none"> • Enhance outcomes for children, young people and families; • Link training and development to the findings of audits, performance monitoring and review activities; • Continuously improve professional practice and the quality of service delivery; • Demonstrate to our key stakeholders what we are achieving with the

	<p>resources allocated to us.</p> <p>In addition, this Indicator will also evidence progress made against CYPS service priorities, as detailed within the 2016/17 Business Plan.</p> <p>Limitations: The reports will predominantly be in narrative form and by their very nature, the information contained will be difficult to quantify.</p>
<p>9. Number of Looked After Children (<i>revised version of existing key priority indicator</i>)</p>	<p>Benefits: CYPE will be able to gauge the effectiveness of our support services and social work in achieving the agreed priority (as detailed within CYPS' 2016/17 Business Plan) of safely reducing the number of looked after children and that those in care are being placed within the County Borough.</p> <p>Limitations: Without further information this does not provide reassurance to CYPE that thresholds and risk management is being set correctly</p>
<p>10. The number of Children who have been discharged from care and then subsequently re-admitted</p>	<p>Benefits: This may give CYPE an indication of whether children are being returned home too soon.</p> <p>Limitation: Will not provide reasons why children have had to return to the care system.</p>
<p>11. The number of Cases 'stepped up / stepped down' between CYPS and Team Around The Family (TAF).</p>	<p>Benefits: This will enable CYPE to view the flow of cases between CYPS and TAF.</p> <p>Limitations: The numbers alone will not indicate the quality of the work being undertaken</p>

<p>12. The Percentage of Team Around The Family cases that were closed due to the achievement of a successful outcome in relation to the Plan.</p>	<p>Benefits: This is very much in line with Welsh Government's expectations for Local Authorities to measure the quality of support being provided to children, young people and their families and whether it is making a positive difference.</p> <p>Limitation: Members will need to be aware that when scrutinising this indicator, the source of the data is somewhat subjective.</p>
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