

SOCIAL CARE, HEALTH AND WELL BEING CABINET BOARD

JOINT PERFORMANCE REPORT OF THE HEADS OF CHILDREN & ADULT SOCIAL SERVICES

K. WARREN & A. THOMAS

6th December 2018

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

CHILDREN AND YOUNG PEOPLE & ADULT SERVICES – 2ND QUARTER (2018-19) PERFORMANCE REPORT

Purpose of Report

The purpose of this report is to provide Members with Performance Management Information and Complaints & Compliments Data for both Children and Young People (CYPS) and Adult Services for the 2nd Quarter Period (April 2018 – September 2018). This will enable the Social Care, Health & Well Being Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

Although a new set of statutory Welsh Government Performance Indicators was introduced for Social Services in 2016-17, only those that lend themselves to quarterly reporting are contained in this report. The remaining performance measures will be included in the end of year (Quarter 4) Report for 2018-19. In addition, this report also includes information in relation to the number of Compliments and Complaints received by the Directorate during the 2nd Quarter Period (April 2018 – September 2018), Key Performance Indicators, Adult Services High Level Measures and Direct Payments End to End Times.

Background

1. Failure to produce a compliant performance monitoring report within timescale could lead to non-compliance within our Constitution and hinder the full and transparent scrutiny of performance across the Directorate. This report enables Members to monitor and challenge performance across Children & Young People (CYPS) and Adult Services, whilst taking into account our reporting obligations to Welsh Government in terms of the statutory performance indicators.

Financial Impact

2. Not applicable

Equality Impact Assessment

3. None Required

Workforce Impacts

4. Not applicable

Legal Impacts

5. 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

6. Not applicable

Consultation

7. No requirement to consult

Recommendations

8. Members monitor performance contained within this report

Reasons for Proposed Decision

9. Matter for monitoring. No decision required

Implementation of Decision

10. Not Applicable

List of Appendices

11.

- **Appendix 1** – CYPS 2nd Quarter Performance Report (April 2018 - September 2018)
- **Appendix 2** – Adult Services 2nd Quarter Performance Report (April 2018 - September 2018)
- **Appendix 3** – CYPS 2nd Quarter Complaints and Compliments Report (April 2018 - September 2018)
- **Appendix 4** – Adult Services 2nd Quarter Complaints and Compliments Report (April 2018 – September 2018)

- **Appendix 5** – CYPS Monthly Key Priority Indicators (October 2018)
- **Appendix 6** – CYPS 2nd Quarter Audit Overview Report (July 2018 – September 2018)
- **Appendix 7** – Adult Services Monthly High Level Measures Report (September 2018)
- **Appendix 8** – Adult Services 2nd Quarter HR Measures (April 2018– September 2018)
- **Appendix 9** – Direct Payments 2nd Quarter End to End Times (April 2018– September 2018)

List of Background Papers

None

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