

SOCIAL CARE, HEALTH AND WELL BEING CABINET BOARD

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

K. WARREN & A. THOMAS

7th March 2019

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

TITLE OF REPORT

CHILDREN AND YOUNG PEOPLE & ADULT SERVICES – 3RD 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 3rd Quarter Period (April 2018 – December 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 3rd Quarter Period (April 2018 – December 2018), Key Performance Indicators and Adult Services High Level Measures.

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 3rd Quarter Performance Report (April 2018 – December 2018)
- **Appendix 2** – Adult Services 3rd Quarter Performance Report (April 2018 – December 2018)
- **Appendix 3** – CYPS 3rd Quarter Complaints and Compliments Report (April 2018 – December 2018)
- **Appendix 4** – Adult Services 3rd Quarter Complaints and Compliments Report (April 2018 – December 2018)
- **Appendix 5** – CYPS Monthly Key Priority Indicators (January 2019)
- **Appendix 6** – CYPS 3rd Quarter Audit Overview Report (October 2018 – December 2018)
- **Appendix 7** – Adult Services Monthly High Level Measures Report (?)
- **Appendix 8** – Adult Services 3rd Quarter HR Measures (April 2018– December 2018)

List of Background Papers

None

Officer Contact

David Harding - Performance Manager (Children's Services)

Telephone: 01639 685942

Email: d.harding@npt.gov.uk

Mike Potts - Performance Manager (Adult Services)

Telephone: 01639 684772

Email: m.potts@npt.gov.uk