

**Decision Maker:** Children, Education and Families Policy, Development and Scrutiny Committee

**Date:** 26 January 2021

**Decision Type:** Non-Urgent Non-Executive Non-Key

**Title:** Performance Reporting – Children’s Scrutiny Dataset

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**Ward:** All

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1. Reason for report

1. To provide the Scrutiny Committee with a regular update on the performance of services for children. The performance index provided in appendix one is as at the end of October 2020.

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2. **RECOMMENDATION(S)**

1. The Committee note and comment on the October 2020 outturns of key performance indicators and associated management commentary.

### Corporate Policy

1. Policy Status: Not Applicable
  2. BBB Priority: Children and Young People
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### Financial

1. Cost of proposal: No Cost
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: N/A
  4. Total current budget for this head: N/A
  5. Source of funding:
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### Staff

1. Number of staff (current and additional):N/A
  2. If from existing staff resources, number of staff hours: N/A
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### Legal

1. Legal Requirement: Non-Statutory - Government Guidance
  2. Call-in: Not Applicable
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### Customer Impact

1. Estimated number of users/beneficiaries (current and projected):
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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments:

### 3. COMMENTARY

- 3.1 In January 2018, the Performance and Budget Sub-Committee received a draft of a new performance management framework document in respect of children's services. This document described the roles and responsibilities of elected members and officers in managing the performance of the council's services for children and families. The specific responsibilities of the Education, Children and Families Select Committee and its Budget and Performance Sub-Committee were identified as *'receiving reports on performance, asking challenging questions about areas of underperformance, and making recommendations accordingly to the Executive'*.
- 3.2 The accompanying report recommended that Sub-Committee should, on behalf of the Select Committee, receive a regular update on a suite of performance measures in respect of children's services. This would be over and above more detailed reports on specific areas of practice – eg Corporate Parenting reports; annual School Standards reports – already received by the Sub-Committee. The suite would be selected from the much wider set of data collected and reported both internally and externally in respect of children's services and would act as a regular 'health check' on key areas of service delivery to enable scrutiny and enquiry from elected members.
- 3.3 The Sub-Committee agreed a proposed suite of indicators in March 2018 and agreed to receive four performance reports a year. Where appropriate, Directors have attributed either a target or a range of acceptable performance/outturns alongside trend and benchmarking data, these allow Members to be alerted to issues where they need further exploration only. It was agreed that the quarterly reports would provide management commentary against those indicators that were performing below expectation. Directors would also report on any other indicators not in the index, by exception, should they have particular concerns or if they wished to report particularly good performance.
- 3.4 Directors have provided number and percentage outturns in order to allow the Scrutiny Committee to gain a sense of scale and relativity. It was agreed that the suite of indicators would be reviewed annually and changed only on a periodic basis. It is worth noting that the committee will also be in receipt of the regular Finance, Contracts Register and Risk Register updates, these will provide some reassurance under the broader performance management framework.
- 3.5 Data within this part 1 report may have been suppressed in order to minimise the risk of sensitive personal information being identified and to comply with the General Data Protection Regulation. The publication of data should not result in the identification of a person when it is reviewed with other publicly available data or when combined with information provided through FOI requests. Performance information for these indicators for this reason is presented in the Part 2 report.
- 3.6 **MANAGEMENT COMMENTARY ON EXCEPTION – Index indicators performing below expectation.**

As at the end of October 2020, the following Children's Scrutiny Dataset key performance indicators were performing below expectation.

Please refer to the Part two report for management commentary on indicators 22 and 23 as per the data suppression outlined in the paragraph above.

### **3.6.1 Indicator 21: % of Children Looked After cases which were reviewed within required timescales (AMBER)**

The target for the percentage of children looked after with reviews in held in timescale is set between 95% and 100%, and the Reviewing Officer group is committed to the principle that no review should happen outside of timescales. At the outset of the year in April, 88% were reported as in timescale and whilst this increased over the following months, this has dropped slightly as at the end of October 2020.

Due to constraints within the current case management system, there is an increased chance of elements of the review process being incorrectly recorded, sometimes leading to reviews not being captured correctly, or occurring out of timescale. The Quality Improvement Service keeps a full record of all reviews that are flagged as out of timescale, but due to the nature of the review timescales, if one review is out of timescale, subsequent reviews will also continue to be out of timescale.

Additional factors which may result in reviews out of timescale are late notifications to the QI Service at the point at which a child becomes looked after, resulting in a delay to the scheduling of a first review; rarely Reviewing Officers and Social Workers are unavailable within the timeframe; and on very rare occasions a review has been deferred owing to lack of a required report being available. Reviewing Officers will also use the dispute resolution process to work with individual managers and social workers where delays are apparent to prevent future occurrences.

### **3.6.2 Indicator 26: % of Care leavers who are in Education, Training or Employment (ETE) (RED)**

This cohort for this indicator is those care leavers who have had their 19<sup>th</sup>, 20<sup>th</sup> or 21<sup>st</sup> birthday in the year to date, and their Education, Training or Employment (ETE) status as at their birthday. The target for this indicator is set between 47% and 52%. As at the end of September 2020, 38% of the cohort were in education, training or employment.

There are currently 122 out of 228 young people Not in Education, Training or Employment (NETE) which is in some ways a reflection of the times. Many young people lost jobs in retail/ hospitality during lockdown. An increase in NETE was anticipated as youth unemployment nationally is going to be a huge crisis moving forward. In this anticipation we created an ETE strategy to respond. The job description of the ETE worker in the Leaving Care Teams has been revised to enable work with a wider cohort of the young people who become NETE. The ETE panel has been revamped this year and it is now supported by Bromley Education Business Partnership and Department for Work and Pensions who attend to offer tailored opportunities. A new group work programme was created to support young people and delivered to 8 young people in October who engaged well but their planned work experience was cancelled due to the second lockdown. There is improved tracking of NETE young people and a new pathway of referral into panel for young people to be heard before they have been NETE for 28 days to ensure a prompt response. Work has been undertaken with HR to support young people into apprenticeships across the council and HR also offered one ringfenced opportunity for care leavers in Learning and Development. These measures will hopefully stabilise NETE numbers but with entry level jobs disappearing amongst an economic downturn, colleges refusing January intakes and further education also cutting courses, there are going to be challenges ahead.

### 3.6.2 Indicator 29: Average Caseloads (Children’s Social Care) (AMBER)

Additional information has been provided to Members regarding caseloads within Children’s Social Care.

## 4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 Examination of performance by elected members holding scrutiny roles is part of a broader performance management framework which supports improvement of services delivered to children, including those vulnerable to poorer outcomes.

## 5. POLICY IMPLICATIONS

5.1 The monitoring of key performance measures is part of the performance management framework developed to ensure that there is strong leadership and management oversight of children’s services in Bromley.

<b>Non-Applicable Sections:</b>	Financial Implications, Legal Implications, Personnel Implications, Procurement Implications
Background Documents: (Access via Contact Officer)	Children’s Scrutiny Dataset, agreement of regular performance monitoring (March 2018) <a href="http://cds.bromley.gov.uk/ieListDocuments.aspx?CId=593&amp;MId=6166&amp;Ver=4">http://cds.bromley.gov.uk/ieListDocuments.aspx?CId=593&amp;MId=6166&amp;Ver=4</a> Children’s Performance Management Framework (January 2018) <a href="http://cds.bromley.gov.uk/ieListDocuments.aspx?CId=593&amp;MId=6069&amp;Ver=4">http://cds.bromley.gov.uk/ieListDocuments.aspx?CId=593&amp;MId=6069&amp;Ver=4</a>

### Appendix One: Children’s Scrutiny Dataset, October 2020