

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

Date: 25 January 2022

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

Title: Performance Reporting – Children’s Scrutiny Dataset

Contact Officer: Naheed Chaudhry, Assistant Director Strategy, Performance and Corporate Transformation

Chief Officer: Richard Baldwin, Director Children’s Services

Ward: All

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 2021.
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2. **RECOMMENDATION(S)**

1. The Committee note and comment on the October 2021 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 – e.g., 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 **MANAGEMENT COMMENTARY ON EXCEPTION – Index indicators performing below expectation.**

Some data in this Part 1 public committee report has 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 for this reason is presented in this Part 2 report.

As at the end of October 2021, the following Children's Scrutiny Dataset key performance indicators were performing below expectation. The data in this report shows the continuing work to assist and support the introduction of the new Liquid-logic information system. We continue to work diligently to work through some of the new ways of recording and to make this as straightforward as possible for staff.

Indicator 13: % of reviews completed within timescale for Children with Child Protection Plans (AMBER)

This indicator has also been adversely impacted the implementation of the new social care management system; staff require further training to understand the correct place to add key dates. 91% of children subject of a child project plan were reviewed in timescale.

We have identified a refresh training need around scheduling Review Child Protection Conferences (RCPCs). We have identified all relevant children and have rectified most of the scheduling issues; a small number were not able to be corrected in a timely way. Having reviewed every child, we know that that children noted as 'overdue' in the performance report have now in fact been reviewed.

At the point of drafting this report, the timeliness of Child protection reviews were back up to 95% and improving further.

We are working to update the social care management system workflows to allow the system/performance information to reflect the accurate record. We are clear on what needs to happen to take this forward we are working urgently alongside colleagues in other service to resolve the record.

Indicator 19: % of Children Looked After cases which were reviewed within required timescales (AMBER)

Similar to the management commentary on child protection reviews, this indication of looked after children reviews has also be affected by the implementation of the new social care management system, Liquid Logic. Formally performance can only report that 64% of children looked after were recorded as having been reviewed within time scale. Having all reviewed all 'late' reviews manually, we believe service performance is in fact closer to 95%, which is in line with normal practice stands.

Both the Quality Assurance Service and Children Looked After Service have reviewed the children's case files to ensure that this performance is indeed 95%. We have found that in some cases review records were updated in the new system but were stored in either a word document uploaded or in case notes on the file. For the performance to be accurately reported dates need to be entered in to key fields of the database also.

To resolve this, an action plan is in place, with the Assistant Director reviewing performance reports weekly. Further training and support has been provided so that future errors are not made. Officers are updating the database retrospectively to ensure that record reflect practice.

Indicator 20.2: Number of In-house foster carers recruited (Amber)

See Part Two report.

Indicator 21: Number of Children Looked After who were adopted (Amber)

See Part Two report.

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.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no specific financial implications arising from this report.

7. LEGAL IMPLICATIONS

- 7.1 There are no specific legal implications arising from this report.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no specific personnel implications arising from this report.

9. PROCUREMENT IMPLICATIONS

- 9.1 There are no specific procurement implications arising from this report.

Non-Applicable Sections:	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	Children's Scrutiny Dataset, agreement of regular performance monitoring (March 2018) http://cds.bromley.gov.uk/ieListDocuments.aspx?CId=593&MId=6166&Ver=4 Children's Performance Management Framework (updated January 2020)

Appendix One: Children's Scrutiny Dataset, October 2021