

**The Highland Council**  
**Education, Children and Adult Services Committee**  
**28 August 2014**

Agenda tem	12i.
Report No	ECAS/28/14

**Performance Report – Children’s Services**

**Report by Director of Care and Learning**

**Summary**

This report provides an update on the performance framework for Children’s Services.

**1. Background**

- 1.1 Highland Council and NHS Highland have agreed a performance framework for children’s services, as part of the lead agency arrangements, albeit this will be superseded following publication of *For Highland’s Children 4*. This performance report is presented to the Education, Children & Adult Services Committee, as well as to NHS Highland.
- 1.2 All of the performance measures in the current framework have been allocated to *For Highlands Children 4* Improvement Groups.
- 1.3 While these reports only routinely indicate new data, as much information is now available for the full year 2013/14, the full scorecard is included at **Appendix 1**, except where new data is not yet available. Commentary is provided on the following measures, where performance is not broadly on target or better, or is otherwise of note.

**2. Performance Measures**

- 2.1 3: By March 2013 no young people will wait longer than 26 weeks for access to Primary Mental Health Worker

This target has been met for each of the last six months, and the December 2014 target of 18 weeks has been met for the last five months. This is the subject of a separate report to this meeting of the Committee.

7: New-born babies exclusively breastfed at 6-8 weeks review to increase to 36%

There had been a significant reduction in the rate of new born babies who are reported to be exclusively breastfed at 6 – 8 weeks in Q2 of 2013/14, at 28.9%. The most recent figures for Q3 shows an improvement at 31.6%, albeit this remains lower than the Q1 figure of 34.8%. This is the subject of an exception report.

9: Achieve 641 interventions for child healthy weight intervention programme for 2-15 year olds over 3 years ending March 2014

At year end, we significantly exceeded the national target.

15: 95% of statutory health assessments to be done within 4 weeks of becoming Looked After

16: 95% of Initial LAC health assessments to be included in Childs Plans

Sustained improvement had been evident in the first two months of Q4. There was slippage in March 2014, and also in April, but good performance in May. This is the subject of further comment in the following assurance report.

18:Reduce waiting times for AHP services

This data is not yet available. Indicative data suggests that there are current long waits for occupational therapy for children. The team has yet to achieve a fully staffed status - two posts are going through the vacancy process for anticipated advertising late summer/early Autumn, but at least one of these posts will potentially be hard to fill. In order to begin to reduce waiting times, a number of actions are planned, including a single point of access, with all requests for assistance being reviewed and allocated by the team lead.

22: Increase the percentage of young people reporting their learning environment as positive

The bi-annual survey of pupils carried out in October 2013 shows a positive picture with 87.5% reporting a positive learning environment.

26a: Increase in the number of children who need to live away from the family home, but can be supported in kinship care

In the last three months, the proportion of looked after children living in kinship care has been below the baseline figure of 16.5. This may be a temporary effect, and in part is a consequence of supporting many young people to be supported in families without requiring to be looked after. Whatever, there will need to be further consideration of this.

30: Reduce the length of time it takes between LAC permanency decisions and matching

There has been slippage to 12 months, from the end of year position of 9 months. This can happen because of the small numbers and where there are complex cases, but permanency for looked after children is always a high priority.

33: Develop activities and Interventions for young people who are at risk of becoming serious and/or repeat offenders

Further to the introduction of new data collection processes, the number of persistent offenders is being sustained at its previous low level.

41: Fewer LAC children are in out of authority placements

There was an increase in the number of children in specialist placements in the first quarter of the year, from 46 to 48 - i.e. from 9.9% to 10.3% of the looked after children population.

53b: Year on year the number of complaints diminishes (% responded to within 28 days)

Stage 2 complaints continue to take longer to respond to than the target timescale of 20 working days. While this often reflects the complex nature of these complaints, this is a priority issue for the Service.

**3. Implications arising from Report**

- 3.1 There are a range of resource implications with regard to these performance indicators, but in most cases, performance can be addressed within current resources.
- 3.2 There are no legal, equality, risk, climate change/carbon clever or Gaelic implications.

**Recommendation**

Members are asked to consider and comment on this performance information.

Designation: Director of Care and Learning

Date: 18 August 2014

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Indicator	Measure & Detail	Target	Target date	2013/14												2014/15				Reporting Period
				APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	
<b>Children's Services are delivered effectively and efficiently - To ensure that there is a skilled workforce available to deliver quality services</b>																				
48	Every staff member will have an up to date PDP/APR	100%	Mar-13												63.2% (p)					annual
															336 of					
															532					
49	Develop a staff support and supervision framework which is fit for purpose for the new Integrated Children's Service	not set	Mar-13																	annual
50	Monitor recruitment and retention of staff working within ICS	not set	not set																	6 monthly
<b>Children's Services are delivered effectively and efficiently - Improve service delivery through service review and redesign</b>																				
51	Year on year there will be an increase in the number of integrated teams set around associated school groups	annual increase	Mar-17																	annual
<b>Children's Services are delivered effectively and efficiently - Examine the effectiveness of joint working to improve the climate of partnership and collaboration</b>																				
53 (a)	Year on year the number of complaints diminishes	reduce from baseline level	Mar-14	3	0	1	1	2	2	0	1	2	0	2	1	3	4	4		monthly
53 (b)	Year on year the number of complaints diminishes (% responded to within 28 days)	increase from baseline level	Mar-14	33%	n/a	0%	100%	0%	0%	n/a	0%	0%	n/a	0%	0%	0%	0%	0%		monthly
				1 of	0 of	0 of	1 of	0 of	0 of	0 of	0 of	0 of	0 of	0 of	0 of	0 of	0 of	0 of		
				3	0	1	1	2	2	0	1	2	0	2	1	3	4	4		