



SOCIAL POLICY - POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORT – OCTOBER 2019

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To report the current level of performance for the annual indicators those supports the Corporate Plan and are the responsibility of Social Policy and reportable to the Policy Development and Scrutiny Panel.

B. RECOMMENDATIONS

It is recommended that the Panel note the performance information and determine if further action or enquiry is necessary for any of the performance indicators in the report.

C. SUMMARY OF IMPLICATIONS

I.	Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs• Being honest, open and accountable• Providing equality of opportunity• Developing employees• Making best use of resources• Working in partnership
	Policy and Legal	In compliance with the Code of Corporate Governance
II.	Implications for Scheme of Delegations to Officers	None
III.	Impact on performance and performance indicators	This report is an evaluation of current/historic performance
IV.	Relevance to Single Outcome Agreement	The indicators support the outcomes in the Single Outcome Agreement
V.	Resources (Financial, Staffing and Property)	All commitments are consistent with the Council's budget decisions.
VI.	Consideration at PDSP/Executive Committee required	N/A
VII.	Details of consultations	N/A

D. TERMS OF REPORT

D.1 Background

The Policy Development and Scrutiny Panel (PDSP) oversee and challenge council performance. They are a key element of the scrutiny of performance by elected members and form part of the council's wider scrutiny and public performance reporting arrangements. To support this, each PDSP is allocated areas of the Corporate Plan, strategic priorities and key council performance indicators, relevant to the focus areas of the Panel. They receive both quarterly and annual performance reports.

D.2 Annual Performance Report



The annual performance scorecard report for the Social Policy PDSP contains a range of relevant service performance information for scrutiny. A summary report of the performance indicators in the Social Policy PDSP scorecard is contained in Appendix 1. The scorecard report contains the most up to date annual data.






The performance indicators are categorised as follows:


Summary of Performance Indicator status (RAG)	
Status (against target)	Number of PIs
Green	25
Amber	7
Red	1

The Red/Amber/Green (RAG) status is against the performance target that has been set by the service in consultation with the relevant stakeholders.

A summary of the trend chart commentary for each indicator rated as amber or red is provided below to provide an explanation of the current performance levels against the target:

	Indicator	Performance	Target	Comments
	P:SPCC011_6a.7 Percentage of respondents in the Housing with Care annual survey who rated the overall quality of the service as good or excellent.	90%	95%	<p>There are 7 housing with care developments and all tenants are requested to contribute to the survey; which is a total of 177 tenancies. In 2018/19, the response rate was 55% (98 surveys returned) and the scoring was 58% excellent and 32% good/</p> <p>It has been highlighted that over the years, tenants needs have increased with particular reference to dementia and this may explain a reduction in completed surveys</p>
	CP:SPCC014_6b.5 Percentage of Occupational Therapy assessments allocated within 6 weeks of referral.	86%	90%	<p>Performance for 2018/2019 has dropped by 5% from the previous year. The value of 86% represents 2034 cases allocated.</p> <p>We are trialling a new management structure at present and developing mitigation strategies to progress these contacts, so that a wait time of 6 weeks can be met in the coming months</p>

	P:SPCF071_6b.5 Percentage of review Child Protection Case Conferences taking place within 3 months	75%	90%	<p>Performance in quarter 1 of 2019-20 stood at 75%, with 35 from 47 on time. This was down from quarter 4 of 2018-19, which stood at 84%, similar to the previous quarter.</p> <p>In quarter 1, of the 12 that were late, four were due to cases being transferred from the short to long term team, one was due to a service user's child being admitted to hospital and another due to the availability of a member of staff from health. The remainder (6) were due to sickness/absence of key staff.</p>
	P:SPCF130_6b.5 Percentage of Children and Families Care Inspectorate Inspections graded good, very good or excellent.	92%	100%	<p>The target for 2018-19 remained at 100%. Seven establishments were inspected during the course of 2018-2019; Fostering Service (67%), Adoption Service (100%), Whitrigg House (100%), Letham Young Persons Unit (100%), Torcroft Young Persons Unit (100%), Livingston Family Centre (75%), Throughcare and Aftercare Services (100%).</p> <p>Fostering Services scored 3 (adequate) for Quality of Management and Leadership and Livingston Family Centre scored 2 for the Quality of the Environment, hence reducing the overall performance to 92%. There is a service review exploring how Fostering services can be improved. Both Livingston and Whitdale Family Centres are due to close by March 2021.</p>
	P:SPCJ001_6a.7 Percentage of Criminal & Youth Justice service users responding to surveys who rated overall quality of the Criminal & Youth Justice Service as being 'good' or 'excellent'.	88%	95%	<p>The 2018-19 survey saw performance of 88% with 190 from 216 respondents expressing that the service was good or excellent. This is a small dip from 2017-18 that had a rate of 90.2% from a sample of 201.</p> <p>The target for 2019-20 remains at 95% so that the service remains focussed on continuous improvement.</p>
	P:SPCJ043_6b.4 Percentage of complaints against the Criminal and Youth Justice Service upheld or partially upheld	100%	0%	<p>In quarter 1 of 2019-20, only one complaint was received and it was partially upheld; it concerned an employee challenging a prisoner at HMP Addiewell</p>
	P:SPCJ076_9a Total Number of hours for Community Payback Orders with an Unpaid Work Condition	36,536	41,000	<p>This is an indicator of the demand placed on Criminal and Youth Justice Services in relation to the supervision of offenders subject to Unpaid Work.</p> <p>The number of hours for a Community Payback Order is determined by the Courts, however for this service it is an indicator of demand and also a cost measure as the service will ultimately be paid in part by the amount of statutory business undertaken.</p> <p>Data for 2018-19 indicated that 36,536 hours were ordered by the court across 282 orders with unpaid work conditions.</p> <p>The target will reduce to 39,000 in 2019-20 to reflect anticipated decreases in the use of CPO's in the short term. This will be reviewed when the increase in the presumption against short sentences from 6 to 12 months comes into force.</p>

	CP:SPCJ127_9b Percentage of women who are charged with further offences during intervention or re-referred within six months following their engagement with the Almond Project	5%	3%	Tracking and reducing reoffending is a key focus for all justice services. Women should be specifically targeted in order to ensure they are kept out of the system as much as possible. Women who offend are a priority group for the Community Justice Strategic Plan 2019-24. In 2018-19 performance stood at 5%, with 7 from 130 women offending. The figure was affected by an anomaly in Quarter 1, when 6 from 40 women reoffended, only a further 1 did for the remainder of the year
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E. CONCLUSION

The performance scorecard shows that the majority of indicators are achieving targeted levels of performance. The information contained in Appendix 1 will allow the Panel to note current performance levels and actions being taken to address where current performance is below target.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: 1

Appendix 1 – Social Policy PDSP Performance Scorecard Detailed Report

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1st November 2019