

DATA LABEL: PUBLIC



SOCIAL POLICY - POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORT – FEBRUARY 2021 – QUARTERLY INDICATORS

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To report the current level of performance for the quarterly indicators up to quarter 3 of 2020-21 that support 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
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	In compliance with the Code of Corporate Governance
III Implications for Scheme of Delegations to Officers	No implications.
IV Impact on performance and performance Indicators	This report is an evaluation of current/historic performance
V Relevance to Single Outcome Agreement	The indicators support the outcomes in the Single Outcome Agreement
VI Resources - (Financial, Staffing and Property)	N/A
VII Consideration at PDSP	N/A
VIII Other consultations	N/A

D. TERMS OF REPORT

D1 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.

D2 Quarterly Performance Report

The quarterly performance scorecard report for the Social Policy PDSP contains a range of relevant service performance information for scrutiny. A summary report of the 13 performance indicators in the Social Policy PDSP scorecard is contained in Appendix 1. The scorecard report contains the most up to date quarterly data. The 13 performance indicators are categorised as follows:

Summary of Performance Indicator status (RAG)	
Status (against target)	Number of PIs
Green	8
Amber	1
Red	3
Unknown	1

The RAG status is against the performance target that has been set by the service in consultation with the relevant stakeholders.

Each indicator in Appendix 1 is accompanied by trend chart commentary, which provides an explanation of the current performance levels (against the target). This information also highlights any performance below target and outlines the measures that our services are taking to improve their performance.

D3 Amber and Red Performance Indicator

P:SPCC041_6b.4 Percentage of complaints received by the Community Care Service that were upheld or partially upheld against the total complaints closed in full.

Current performance – 90%

Target – 40%

There is a significant month on month variation in performance during the reporting period. However, there has been no change in, procedure or approach and it is concluded that this reflects simply the diversity of complaints received.

The number of formal Social Work complaints is relatively small (from 2 - 11 per month over the last year) so performance expressed as a percentage tends to appear as a very wide variation

In 2020/21, the performance has been variable; in Q1 the result was 75%, Q2 - 53% and in Q3 it was 90%.

Over the past 12 months 56% of complaints on average have been upheld or partially upheld. The target will therefore remain at 40% for the following year.

P:SPCF008_6a Percentage of children and young people who participate in Looked After (LAC)

Current performance – 18.62%

Target – 55%

The result for quarter 1 of 2020-21 has been recorded as "N/A"; due to the measures put in place because of Covid 19 and new ways of working, no children and young people are attending LAC reviews just now, hence the "N/A" entry for the PI.

In quarter 2 of 2020-21, only 9% of children and young people were present, with very few able to attend as a result of the new ways of working. 79 reviews (80%) were affected by Covid 19, as the reviews were conducted over the phone. In quarter 3, there was a slight improvement to 18.62%, with 27 attending and 28 categorised as "C19", where the review was held via phone/video. Work is underway to explore how to improve attendance and contribution by children and young people. Close consultation will also take place with the Children's rights service and Champions Board (consultative group for children).

It should be noted that in Q3 of 2020/21, the data supplied for this indicator changed and now includes all reviews for Positive Progress, not only 6 Month and CDS Reviews. This change started in Q3 and may have some impact on the reported figures.

In quarter 4 of 2019-20 performance reduced to 44% (50/113). This was affected by actions required due to the COVID-19 pandemic as 12 young people did not attend due to self-isolating or social distancing measures. It's expected that this will impact further into the first quarter of 2020-21.

The target will remain at 55% for 2021-22 to test whether improvements can be found. The aim is to increase the target gradually over the next two years, however the impact of COVID may require that targets change in coming years.

P:SPCF097_9b.1a Number of Children supported in Residential Schools out with West Lothian.

Current performance – 22

Target – 16

Considerable work has taken place to manage numbers to target.

In quarter 3 of 2020-21 there were 22 young people in residential schools. This is in part caused by pressures resulting from COVID-19 but also because the ability to move children back from external resources has been hampered.

At the end of quarter 4 of 2019-20, 17 young people were in external residential schools. It is anticipated that there will be a small number of summer leavers that will bring the number down by the end of quarter 1 of 2021-22.

Social Policy are currently undertaking a review of children's services in order to provide alternatives within our own internal resources which will aim to help avoid young people being placed in residential schools as far as risks to those children allow.

The 2021-22 target will reduce to 16 to reflect service expectations around reducing use of external provision.

P:SPCF045_6b.4 Percentage of complaints received by the Children and Families Service that were upheld or partially upheld against the total complaints closed in full.

Current performance – 57%

Target – 40%

In 2020/21, performance has been variable, with 38% in Q1, 50% in Q2 and then 57% in Q3.

Most complaints tend to be partially rather than fully upheld. There are also a relatively small number of complaints.

The main issues where complaints were upheld included:

- attitude of staff
- accuracy of information provided
- speed of communication

Complaints have been continually reviewed and resolutions included staff training, reminders about relevant processes and individual sessions with staff to highlight where improvement in practice was required.

The target will remain at 40% for 2021/22 as the service felt that upholding more complaints was reflective of a service that aims to improve from feedback.

E. CONCLUSION

The performance scorecard shows that the majority of indicators are achieving targeted levels of performance. Where performance is not at the expected level details are provided in section D.3 to advise the Panel of the improvement action taken by services to improve performance.

F. BACKGROUND REFERENCES

None

Appendices/Attachments	Appendix 1 – Social Policy PDSP Performance Scorecard Report
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_08 PDSP - Social Policy PIs - Quarterly (Detail)

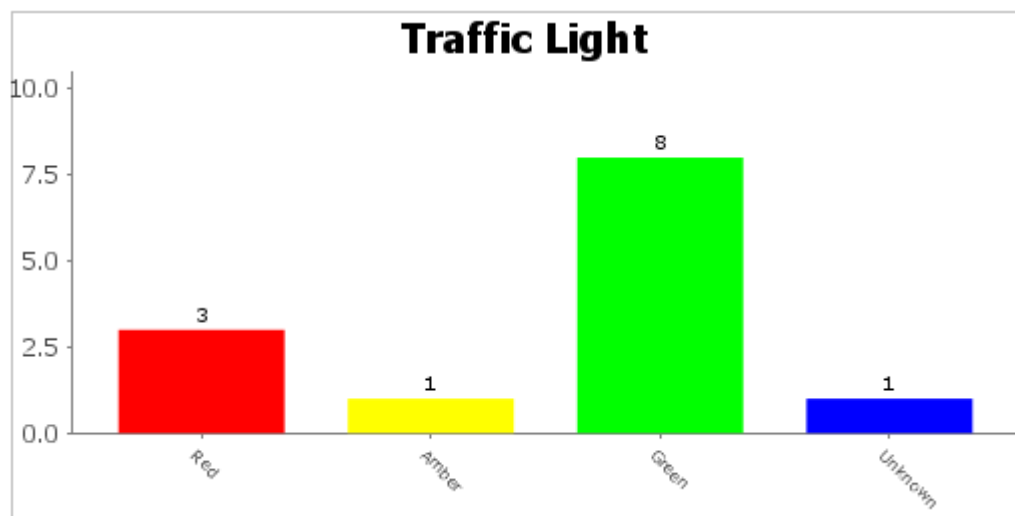
Data Label : OFFICIAL

(Data source=PDSP Social Policy scorecard only)










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Status	Performance Indicator	Current Target	Current Value	Last Update	Service Area	Explanation / Comment
✓	P:SPCC006_9b.1a Percentage of adults with a severe and chronic alcohol misuse issue maintaining or improving their health and wellbeing.	80%	79%	Q3 2020/21	SPCC_Community Care	27-Jan-2021 This is a good result.
✓	P:SPCC038_6b.3 Total number of complaints received by the Community Care Services	18	10	Q3 2020/21	SPCC_Community Care	
✗	P:SPCC041_6b.4 Percentage of complaints received by the Community Care Service that were upheld or partially upheld against the total complaints closed in full.	40%	90%	Q3 2020/21	SPCC_Community Care	
✗	P:SPCF008_6a Percentage of children and young people who participate in Looked After (LAC)	55%	18.62%	Q3 2020/21	SPCF_Children and Families	25-Jan-2021 Remove N/A, so calculation is $27 / (27+90+28) = 18.62\%$. 28 were held over phone/Webex due to COVID.

	reviews.					
	P:SPCF040_6b.3 Total number of complaints received by Children and Families	15	14	Q3 2020/21	SPCF_Children and Families	
	P:SPCF045_6b.4 Percentage of complaints received by the Children and Families Service that were upheld or partially upheld against the total complaints closed in full.	40%	57%	Q3 2020/21	SPCF_Children and Families	
	P:SPCF090_9b.1b Current Number of Looked After Children (LAC)	430	400	Q3 2020/21	SPCF_Children and Families	
	P:SPCF097_9b.1a Number of Children supported in Residential Schools out with West Lothian.	16	22	Q3 2020/21	SPCF_Children and Families	
	P:SPCF201_9a Percentage of first review child protection case conferences held within 3 months of the initial child protection case conference.	90%	100%	Q1 2020/21	PPC_Public Protection - Children; SPCF_Children and Families	
	P:SPCJ040_6b.3 Total number of complaints received against the Criminal and Youth Justice Service	4	0	Q3 2020/21	SPCJ_Criminal Justice	
	P:SPCJ043_6b.4 Percentage of complaints against the Criminal and Youth Justice Service upheld or partially upheld	0%	N/A	Q3 2020/21	SPCJ_Criminal Justice	
	P:SPCJ125_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	2%	3%	Q3 2020/21	SPCJ_Criminal Justice	04-Feb-2021 1/36 - 3%. From Lynne Withnell.
	P:SPCJ148_9b.1a Percentage of Criminal Justice Social Work reports resulting in a custodial sentence of less than 6 months.	3%	1.47%	Q3 2020/21	SPCJ_Criminal Justice	04-Feb-2021 It is the % of reports submitted with a custodial sentence of less than 6 months should be straight forward 203/3 = 1.47%