

CABINET

15th October 2019

PERFORMANCE UPDATE – 2019/20

Report of the Chief Executive

Strategic Aim:	All	
Key Decision: No	Forward Plan Reference: FP/230819	
Exempt Information:	No	
Cabinet Member(s) Responsible:	Mr O Hemsley, Leader and Portfolio Holder for Rutland One Public Estate & Growth, Tourism & Economic Development, Resources (other than Finance and Communications)	
Contact Officer(s):	Helen Briggs, Chief Executive	01572 758201 hbriggs@rutland.gov.uk
	Jason Haynes, Performance and Projects Co-ordinator	01572 720962 jhaynes@rutland.gov.uk
Ward Councillors	N/A	

DECISION RECOMMENDATIONS

1. That Cabinet notes the overall position in relation to performance so far during 2019/20 and the actions being taken to address areas of underperformance.

1 PURPOSE OF THE REPORT

- 1.1 To provide Cabinet with strategic oversight of the Council's performance for 2019/20 in delivering our Corporate Plan Aims and Objectives. Members are accountable for the delivery of the Council's Corporate Plan and this monitoring information reports on progress and highlights any key challenges.

2 INTRODUCTION

- 2.1 The Council has developed a new Corporate Plan which is tabled for discussion at the same Cabinet meeting as this performance report.
- 2.2 We have used the set of performance indicators set out in the new Corporate Plan for this report and any changes to this set of indicators will be reflected in future Performance Updates. The period covered by this report is 1st April 2019 to 31st August 2019.

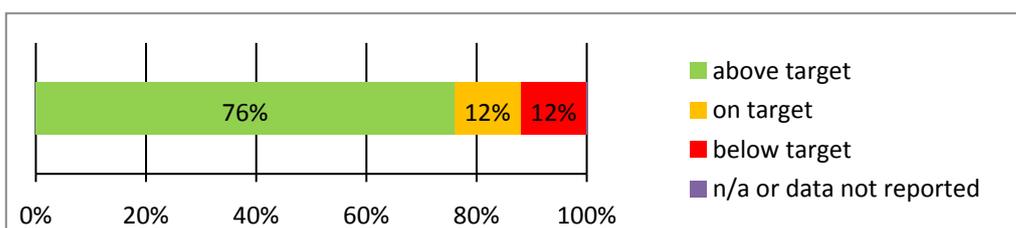
2.3 The Council’s new Corporate Plan also includes a series of actions to help delivery of the Council’s strategic objectives. In future performance reports, we will provide an update as to progress in delivering these actions.

3 OVERALL SUMMARY

3.1 This report brings together an update on progress across a number of areas:

3.2 **Appendix A** contains detailed information on the Council’s performance in relation to a number of local and statutory indicators covering the Councils Aims and Objectives. **Appendix A** also contains a summary of key projects. The Council’s overall performance is summarised below:

3.3 Performance against targets:



3.4 Performance across the authority is good with 58 (88%) indicators on or above target and 8 (12%) currently below target.

3.5 Education measures reported relate to the previous year’s school results. Validated data for the current year has not yet been published and will be reported as soon as this is available. The table below shows when validated data at each level will be made available to us by the Department for Education

Level	Data released
Early Years Foundation Stage	October 2019
Key Stage 2	December 2019
Key Stage 4	January 2020
Key Stage 5	January 2020

3.6 The indicators below target are in two specific areas:

3.7 Children’s Social Care

3.8 % of care leavers in suitable accommodation. 84%, against a target of 98%. This is a very small number of 18-21 year olds who have either refused all offers of accommodation or are newly engaged with the service. The service continues to work with these care leavers and all should be in suitable accommodation before the end of October.

- 3.9 % of children becoming subject to a Child Protection plan from a second time. 30%, against a target of 15%. This is currently seven children and all of these plans are appropriate. These children's circumstances are being audited by social care managers to identify any learning and ascertain whether the service could do something differently in future.
- 3.10 Children Looked After (CLA) and Child Protection (CP) cases reviewed within timescales. Both are currently below target as there was a period at the beginning of the year where the service was without one of its independent reviewing officers. The service is now fully staffed again and performance is already improving.
- 3.11 It is worth noting that despite some issues with specific areas of practice within Children's Social Care, performance is generally good, with the number of positive compliments received within the service doubling compared to the same period in the previous year (22 received, compared to 11).
- 3.12 Customer Services
- 3.13 All four indicators relating to Customer Services are currently below target. Over the summer, resource within the team was moved to provide more capacity to answer online queries via social media, the web and through email. There was also a refocus on ensuring calls are dealt with comprehensively. This has had a greater impact on telephony response than was anticipated and resourcing and call volumes are being reviewed to ensure that appropriate levels of staffing are available for all enquiries going forward. New staff are also currently being trained which will help improve performance.

4 OUTSTANDING AUDIT RECOMMENDATIONS

- 4.1 At the end of August, there was one high priority action overdue for implementation. This relates to General Data Protection Regulation (GDPR) and the production of a register of data in storage at Oakham Enterprise Park.

5 CONSULTATION

- 5.1 Consultation is not required as no changes are being proposed within this report.

6 ALTERNATIVE OPTIONS

- 6.1 Alternative options are not considered within this report.

7 FINANCIAL IMPLICATIONS

- 7.1 There are no direct costs associated with this report.

8 LEGAL AND GOVERNANCE CONSIDERATIONS

- 8.1 There are not considered to be any legal or governance issues associated with this report. However, poor performance may lead to legal and/or governance challenges.

9 EQUALITY IMPACT ASSESSMENT

- 9.1 An Equality Impact Assessment (EqIA) has not been completed because no service, policy or organisational changes are being proposed.

10 COMMUNITY SAFETY IMPLICATIONS

- 10.1 There are no Community Safety implications arising from this report.

11 HEALTH AND WELLBEING IMPLICATIONS

- 11.1 There are no Health and Wellbeing implications arising from this report.

12 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

- 12.1 88% of indicators (58) measured were on or above target with 12% of indicators (8) currently below target and main areas of concern have been highlighted in this report and the remedial action being undertaken to improve performance has been identified.
- 12.2 Overall performance based on activity so far in 2019/20 is good.

13 APPENDICES

- 13.1 Appendix A: Quarterly Performance Summary.

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.