



Performance Forward Plan 2018/19

SUMMARY

- 1.1 This report presents the proposed Performance Forward Plan for the Executive Scrutiny Board in 2018/19. The provisional forward plan, as shown in Appendix 3, focuses on areas from the Council Scorecard, Council Delivery Plan, Corporate Improvement Plan, inspection and assessment activity as well as any emerging improvement priorities. Members can also identify items for discussion and review throughout the year. It is suggested that the plan is kept under continual review as the year progresses.
- 1.2 It is also proposed that, in order to make the plan manageable, only one discussion item will be considered at each meeting (in addition to any 'business as usual' Cabinet papers). Where possible, information will be circulated for Members to digest in advance of the meeting to facilitate effective scrutiny.
- 1.3 In addition to the plan, if the Board identifies any new risks from the quarterly performance reports, these can be considered in detail through a Performance Surgery.

RECOMMENDATIONS

- 2.1 To consider and agree the performance items identified for consideration by the Board as part of the Forward Plan for Performance as shown at Appendix 3 and make any amendments to the plan as agreed by the Board.
- 2.2 To receive and consider information relating to the Council Scorecard for 2018/19 at the July meeting of the Board and agree any further amendments to the draft performance forward plan for 2018/19.

REASONS FOR RECOMMENDATIONS

- 3.1 Executive Scrutiny Board takes responsibility for monitoring corporate performance. To support the delivery of improved outcomes through robust challenge and follow-up, the Board approves a performance forward plan each year. This ensures performance items remain central to the meetings and investigative actions can be taken, which support improvements in priority areas.
- 3.2 To allow the Board to discuss specific topics around performance and make relevant comments, recommendations and suggestions for future actions to resolve issues.

SUPPORTING INFORMATION

- 4.1 The Executive Scrutiny Board is responsible for the review and challenge of the Council's corporate performance arrangements. The Board has agreed a performance forward plan for the last two years to assist with the planning and oversight of performance items.
- 4.2 A short analysis on the impact of performance reviews through scrutiny meetings was completed as part of the 2017/18 end of year report to Council Cabinet. The current performance profile and impact in relation to the performance forward plan items considered in 2017/18 can be seen in Appendix 2.
- 4.3 In addition to the impact on results / outcomes, there have been other benefits from the regular review of priority performance issues...
- Recommendations have been made for further more detailed reviews via Performance Surgeries (i.e. sickness).
 - There has been challenge on what difference has been made through elected member interventions (i.e. CYP Performance Surgeries).
 - Elected members have gained a valuable insight into performance and any associated policy issues and have been able to make recommendations on actions they can take (i.e. new homes and homelessness).
 - Recommendations by members have directly impacted on performance outcomes or future priorities (i.e. sickness absence with greater focus on Return to Work interviews following Scrutiny recommendation).
- 4.4 The Performance Forward Plan has been reviewed for 2018/19 in discussion with the Chair of Executive Scrutiny Board. The proposed plan is shown in Appendix 3 for consideration and approval.
- 4.5 The plan is based on the following areas:
- Council Scorecard of key performance measures – this is expected to be updated and approved by Council Cabinet in July 2018.
 - Council Delivery Plan – this is expected to be updated and approved by Council Cabinet in August 2018.
 - Corporate Improvement Plan – this was approved by Executive Scrutiny Board in January 2018 and is subject to quarterly monitoring via Audit and Accounts Committee.
 - Inspection and assessment activity – this predominantly focuses on CQC and Ofsted reviews in Children's and Adult Services. Expected reviews are the Joint Targeted Area Inspection review, Youth Offending Service, Special Educational Needs and Disabilities (SEND) and Adult Services Peer Challenge.
 - Emerging improvement priorities through quarterly monitoring reports and other improvement activity (for example, directorate improvement boards).
 - Members can identify items for discussion and review throughout the year.
- 4.6 It is important to keep the Plan relevant and dynamic, so it is proposed that the Plan is kept under continual review during the year. Any Scrutiny Board can also request further deep dive activity through Performance Surgeries.

OTHER OPTIONS CONSIDERED

5.1 None.

This report has been approved by the following officers:

Legal officer	N/A
Financial officer	N/A
Human Resources officer	N/A
Estates/Property officer	N/A
Service Director(s)	N/A
Other(s)	Heather Greenan – Head of Performance and Intelligence David Walsh – Head of Democracy

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Background papers:	None
List of appendices:	Appendix 1 – Implications Appendix 2 – Review of Scrutiny Forward Plan 2017/18 Appendix 3 – Provisional Forward Plan for Performance 2018/19

IMPLICATIONS

Financial and Value for Money

- 1.1 None directly arising from this report.

Legal

- 2.1 None directly arising from this report.

Personnel

- 3.1 None directly arising from this report.

IT

- 4.1 None directly arising from this report.

Equalities Impact

- 5.1 Where relevant, particular performance items included in the forward plan will consider the equalities impact.

Health and Safety

- 6.1 None directly arising from this report.

Environmental Sustainability

- 7.1 None directly arising from this report.

Property and Asset Management

- 8.1 None directly arising from this report.

Risk Management and Safeguarding

- 9.1 Performance monitoring, reporting and scrutiny allows the Council to manage risk by identifying potential issues at the earliest opportunity and put measures in place to mitigate these and improve performance.

Corporate objectives and priorities for change

- 10.1 Our aim is to work together towards achieving our partnership vision of Derby 2030: safe, strong and ambitious city. The Council's performance monitoring processes monitor the implementation of the Council Plan 2016-19 and the 8 priority outcomes which underpin our vision.

Analysis of items reviewed as part of the Executive Scrutiny Board Forward Plan 2017/18

Month	Theme	Performance measures	Performance at the point of review	Latest performance and impact (if available)
July 2017	N/A	GOV PM01 – DBS renewal programme achievement	Result of 69% at the end of June 2017.	Performance has improved to 93.9% following review. Despite the fact the target has not been achieved this represents a significant improvement.
September 2017	Corporate Peer Challenge – key findings	N/A		An update on progress with the Corporate Improvement Plan will be presented in 2018/19.
October 2017	Complaints (re-visited)	N/A – measure on complaints not reported on due to changes in the recording systems.		Update to be scheduled for 2018/19.
November 2017	Staff health and well-being (re-visited)	CP 08f Average working days per employee (full time equivalents) per year lost through sickness absence - Excluding Schools	Result of 6.15 days at the end of September 2017, with a forecasted year end position of 12.3 days.	<u>Year-end performance has fallen below the position forecasted at the time of the review</u> , increasing to 12.8 days. It should however be noted that this still represents an improvement from the 2016/17 outturn of 14.21 days
December 2017	Delivery of the Streetpride elements of the Neighbourhood Charter to enhance the street scene and living environment of the City	SP PM 09g – Emptied bins as a percentage of all household bins	99.95% reported at the end of December 2017.	<u>Position has maintained throughout 2017/18 at 99.95%</u> . This represents a slight improvement on the 2016/17 result of 99.85%.
January 2018	Supporting housing needs - new homes (including affordable homes), homelessness preventions and use of Bed and Breakfast	DH Local 62b Number of new homes delivered in year (HRA & DH)	23 new homes with a forecast of 39.	Final position is <u>below the forecast at the time of the review</u> with a result of 33 new homes.
		YA&H PM05 (DH) Number of homelessness preventions	476 at the end of January 2018, with a forecast of 572.	Final year end position is <u>below the forecast at the time of the review</u> , with a result of 550. This position is also slightly below the 2016/17 position of 570 preventions.
		YA&H PM06 (DH) Number of homelessness acceptances	407 acceptances.	Final position of 478 – no target or forecast to assess impact.
		YA&H PM08 (NI 155) Number of new affordable homes provided (gross)	Quarter 3 position of 59 homes with a forecast of 74.	March 2018 position of 75, which <u>exceeds the end of year forecast at the time of the review</u> by one home.

Month	Theme	Performance measures	Performance at the point of review	Latest performance and impact (if available)
February 2018	Achieving independence for older people including; delayed transfers of care, rehabilitation / intermediate care and prevention activity (i.e. falls prevention, Health Housing Hub, local area coordination and Talking Points)	AHH Local 2A2 (ii) Adults with long term care needs met through residential or nursing care per 100,000 population	Quarter 3 result of 433.7 per 100,000 with a forecast of 612 per 100,000.	The provisional forecasted result has <u>deteriorated</u> to 629.9 per 100,000, following the review. This outturn would also represent an increase on the 2016/17 position.
		AHH 02Cb (NI 131) Delayed transfers of care from hospitals per 100,000 population, social care only	Quarter 3 result of 0.83 per 100,000 with a forecast of 1	The year end result is below the forecast at the time of the review (0.6 per 100,000) representing an <u>improvement</u> . The 2017/18 result also represents an improvement from the position at the start of 2017/18.
		AHH 02D Sequel to short term support resulting in no services needed (STMAX)	Quarter 3 result of 67.1% and a forecast of 66.5%.	More complex cases resulting in the forecast not being maintained, means that <u>performance has declined following the review</u> to 69.6 %, which is also a decline on the 2016/17 result.
		AHH Local 2A (i) Adults aged 18 to 64 whose long term care needs are met through residential or nursing care per 100,000 population	12.9 per 100,000 at the time of the review with a forecasted result of 16.	The final year provisional figure has increased to 18.6 with a possible rise to 19.9 <u>exceeding the quarter 3 forecast at the time of the review</u> . This outturn is also an increase on the 2016/17 position.
		AHH S5 Percentage of referrals needing further enquiries that have a safety plan in place at initial enquiry stage	71.1% at the end of December 2017, with a forecast of 80%.	<u>Performance has improved</u> by 3.2% to 83.2% from the forecast presented Executive Scrutiny. The 2017/18 result also represents an improved direction of travel from 2016/17.
		AHH 02B (NI 125) Achieving independence for older people through rehabilitation/ intermediate care	Quarter 3 result of 80.5% considered with a forecast of 80%.	<u>Deterioration</u> to 78% at the end of the year, below results presented to Executive Scrutiny.
		ASC PM10 Percentage of referrals where action is taken and risk is reduced or removed	Quarter 3 result of 89.7% considered alongside a forecast of 90%.	<u>Forecast marginally missed</u> with a result of 89.8%, which is also below the 2016/17 outturn of 90.7%.
March 2018	Regeneration projects including impact on businesses and jobs in the city	Regen PM14 Jobs created through DCC initiatives	Quarter 3 result of 824 jobs assessed with the forecast position of 1,000.	<u>Forecast exceeded</u> by 47 jobs, with a year on year increase of 207 jobs compared to March 2017.
		Regen PM21 Number of new businesses established arising from DCC interventions	Quarter 3 position of 12 considered, alongside a year end forecast of 20 presented.	The year-end position of 14 is 6 <u>below the position presented at the time of review</u> . There are no comparisons available with previous years.

Month	Theme	Performance measures	Performance at the point of review	Latest performance and impact (if available)
		Regen PM22 Number of businesses supported by DCC through access to finance, advice and indirect support	Quarter 3 position of 109 considered with a forecast of 111 new businesses.	<u>The year end result exceeds the forecast considered during the review</u> , with a final position of 291.
April 2018	SIF a year on - progress with the Improvement Plan	EI 12/EI 3 Percentage of children and young people's early help cases where progression tools show an improving direction of travel after support has been provided	N/A	Measure forecasted as 'amber' at the end of March 2018, however data is provisional and 93% of families with improved outcomes represents strong performance.
		EI12 PM04 Children who are the subject of a child protection plan per 10,000 population aged under 18 (Snapshot)	N/A	Rising demand has been observed since April 2017, it is too soon to assess the impact of actions commissioned since December 2017, including those discussed at Executive Scrutiny and in the Performance Surgery in April 2018.
		SS PM07 - Children in Care per 10,000 population aged under 18 (EI12 PM05)	N/A	
		SS PM23b Percentage of children placed with independent fostering agencies	N/A	The total number of new foster carers has achieved target, however high demand and an overall lack of sufficiency means that Derby continues to place too many children and young people in IFAs.
		SS PM25 Percentage of children who wait less than 16 months between entering care and moving in with their adoptive family	N/A	The impact of the regional pilot continues to have a positive impact on the timeliness of placements.

Executive Scrutiny Board – Provisional Forward Plan for Performance 2018/19

Presented below are additional areas, not currently recommended within the forward plan that could be considered by Executive Scrutiny in 2018/19

- Percentage of children placed with independent fostering agencies
- Air quality
- New homes
- Supporting economic growth within Derby City
- Opportunity Area update

Month	Theme / Item	Format
June 2018	<i>Quarter 4 Performance Report</i>	<i>Cabinet Report</i>
July 2018	<i>Council Scorecard 2018/19</i>	<i>Cabinet Report</i>
	Special Educational Needs and Disabilities Update	Report
August 2018	<i>Annual Report 2017/18</i>	<i>Cabinet Report</i>
	<i>Council Plan for 2018/19</i>	<i>Cabinet Report</i>
September 2018	Complaints (re-visited)	Report
	<i>Quarter 1 Performance Report</i>	<i>Cabinet Report</i>
October 2018	Corporate Peer Challenge – progress since review in June 2017	Report
November 2018	Inspections update – JTAI, ILACS, YOS, SEND and Adults peer review	Presentation
	<i>Quarter 2 Performance Report including a mid-year review of the Council Delivery Plan</i>	<i>Cabinet Report</i>
December 2018	Rent Arrears and wider impact of Universal Credit	Report
January 2019	Managing demand in People Services	Presentation
February 2019	Sickness absence (re-visited) – What difference has been made?	Presentation
	<i>Quarter 3 Performance Report</i>	<i>Cabinet Report</i>
March 2019	JTAI – key findings and next steps	Presentation
April 2019	Update on Leisure and Culture projects	Presentation