



Shropshire Council  
Legal and Democratic Services  
Shirehall  
Abbey Foregate  
Shrewsbury  
SY2 6ND

Date: Tuesday, 8 March 2016

**Committee:  
Performance Management Scrutiny Committee**

**Date: Wednesday, 16 March 2016**

**Time: 2.00 pm**

**Venue: Ludlow Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND**

You are requested to attend the above meeting.  
The Agenda is attached

Claire Porter  
Head of Legal and Democratic Services (Monitoring Officer)

**Members of Performance Management Scrutiny Committee**

Claire Wild (Chairman)	Vince Hunt
Steve Davenport (Vice Chairman)	Miles Kenny
Joyce Barrow	David Lloyd
Gerald Dakin	Alan Mosley
Roger Evans	Dave Tremellen

Your Committee Officer is:

**Julie Fildes** Scrutiny Committee Officer

Tel: 01743 257723

Email: [julie.fildes@shropshire.gov.uk](mailto:julie.fildes@shropshire.gov.uk)

# AGENDA

**1 Apologies for Absence and Substitutions**

**2 Disclosable Pecuniary Interests**

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

**3 Minutes of the meeting held on 3rd February 2016 (Pages 1 - 6)**

To consider the Minutes of the Performance Management Scrutiny Committee meeting held on 3<sup>rd</sup> February 2016.

**4 Public Question Time**

To receive any public questions or petitions from the public, notice of which has been given in accordance with Procedure Rule 14. Deadline for notification for this meeting is Friday 11<sup>th</sup> March 2016.

**5 Member Question Time**

To receive any questions of which members of the Council have given notice. Deadline for notification for this meeting is Friday 11<sup>th</sup> March 2016.

**6 Additional Information for Quarter 3 Performance Report 2015/16 (Pages 7 - 20)**

To consider additional information for the Quarter 3 Performance Management information presented by the Performance Manager.

**7 Future Work Programme for the Performance Management Scrutiny Committee (Pages 21 - 24)**

To consider the future work programme.

**8 Date/Time of next meeting of the Committee**

The Committee is scheduled to next meet at 2pm on Wednesday 11<sup>th</sup> May 2016.



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## SHOPSHIRE COUNCIL

### PERFORMANCE MANAGEMENT SCRUTINY COMMITTEE

Minutes of the meeting held on 3 February 2016

2.00 - 3.35 pm in the Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury,  
Shropshire, SY2 6ND

**Responsible Officer:** Julie Fildes

Email: julie.fildes@shropshire.gov.uk Tel: 01743 257723

#### **Present**

Councillor Claire Wild (Chairman)

Councillors Steve Davenport (Vice Chairman), Gerald Dakin, Roger Evans, Vince Hunt, Miles Kenny, David Lloyd, Alan Mosley, Peggy Mullock and Dave Tremellen

#### **34 Election of Chairman**

##### **RESOLVED:**

That Councillor C Wild be elected as Chairman of the Performance Management Scrutiny Committee for the remaining municipal year.

#### **35 Apologies for Absence and Substitutions**

Apologies for absence were received from Councillor J Barrow for whom Councillor P Mullock attended as substitute.

#### **36 Disclosable Pecuniary Interests**

None were declared.

#### **37 Minutes of the meeting held on 2nd December 2015**

##### **RESOLVED:**

That the Minutes of the meeting of the Performance Management Scrutiny Committee held on 2<sup>nd</sup> December 2015 be approved as a correct record.

#### **38 Public Question Time**

No public questions were received.

#### **39 Member Question Time**

There were no questions from Members.

#### **40 Budget 2016/17 Task and Finish Group Report (To Follow)**

Councillor Hannah Fraser, Chairman of the Budget 2016/17 Task and Finish Group, was invited to present the Group's report. She observed that they had been tasked to consider

the budget for 2016/17 but they had been informed by the wider financial strategy going forward. The specific ongoing financial challenges had been noted and they recognised the difficulties and challenges these presented. She described the Budget for 2016/17 as precarious, with details regarding the impacts of funding reductions still unclear and hard to assess. She continued that the Group had received a lot of detailed information but had had insufficient time to fully consider it. The Group recommended that a standing group was established to enable more time to be given to the consideration of future budgets.

Councillor Fraser continued that the Group had noted a strong reliance on new working practices to allow services to continue and a presumption that Town and Parish Councils and 3<sup>rd</sup> sector organisations would be able to deliver services. She continued that it was unclear whether the necessary support networks were in place to enable this. The Group had also been made aware of the number of discretionary services which supported or decreased the requirement for the statutory ones. Concern was expressed regarding the unintended consequences of ending the discretionary services, and the impact this would have on statutory services leading to budget implications which would need to be given consideration.

She continued that the Council needed a clear vision for the future, it needed to define its future role, purpose and structure. The reduction in the establishment risked the loss of knowledge, experience and assets if this was done in an uncontrolled manner.

A Member thanked Councillor Fraser for the work undertaken by the Task and Finish Group, and commented that there were still many unanswered questions which required directing. He continued that he had noted that the Group had found difficulties with partnership working as all public sector bodies were experiencing similar funding reductions, it was important that the seriousness for partnership working was demonstrated.

Councillor Hunt, a Member of the Task and Finish Group, commented that the work had been challenging with both Senior Officers and Portfolio Holders tightly scrutinised. He continued that the Group could have produced a more considered report if the work had started earlier and supported the report's recommendation for a standing Task and Finish Group.

Councillor Evans expressed dissatisfaction that not all Members of the Task and Finish Group attended all meetings. It was agreed that attendance information would be provided. Councillor Hunt commented that he had not been able to attend one of the meetings but had received the relevant paperwork beforehand and forwarded his comments for consideration. Councillor Evans suggested the appointment of substitutes for future meetings.

Members considered a number of alterations to the text of the report:

**Recommendation B:** the wording should be changed to read that the Financial Strategy would be the main focus of the work programme, not that the work programme be built around the Strategy.

**Recommendation D:** that Cabinet be asked to highlight the risk and impact of the budget proposals for 2016/17.

**Recommendation G:** remove the word continue from the phrase "... must continue to be a priority" as communications have not always been a priority.

**Recommendation F:** this recommendation should be strengthened to include that the Council should invest to save and generate future income to create income.

In response to Member's request for clarification of recommendation I, Councillor Fraser explained that this recommendation was aimed at community engagement and ensuring that support was offered to Town and Parish Councils to enable them to take on the provision of services. Recommendation H referred to partner organisations.

A Member commented that the effect of climate change was missing from the report.

In response to a Member's query, the Commissioning Director confirmed that to his knowledge commissioning would continue. He added that with the current budget constraints the Council could not continue to be the solo finance provider and cost pressures had to be shared. Members expressed concern that Town and Parish Councils were unaware that they were being expected to provide services previously provided by the Council and were not being given sufficient guidance on what they need to precept for. Members commented that some of this communication would be done through the Big Conversation work, but much work needed to be done to ensure continuity of provision for services.

Councillor Evans raised the issue of Task and Finish Groups being private meetings. The Senior Solicitor advised that the purpose of this was to allow Members to discuss difficult topics freely but if Members wished to scrutinise a topic in public this could be done through the setting up of a Sub-Committee, although Sub-Committees did not have the flexibility of Task and Finish Groups.

**Agreed:** that subject to the agreed rewording of Recommendations, the Budget 2016/17 Task and Finish report be accepted and formally presented to the Cabinet for consideration.

#### 41 **Future Work Programme for the Performance Management Scrutiny Committee**

Members discussed the future work programme. The importance of continuing dialogue with Town and Parish Councils identified in the Budget 2016/17 Task and Finish Group Report was considered. It was noted that the Leader would be meeting with Town and Parish Council Clerks the following week. A Member commented that the already well established LJs were a place of shared interest and could be utilised further. Members expressed concern about the consequences for areas where Town or Parish Councils had no interest in taking on Services. The importance of supporting other bodies to provide services was acknowledged.

The Chair proposed that the Committee should consider ways in which the community could be encouraged to provide support for the elderly and reduce the cost of adult social care. The Director of Adult Services stated that he welcomed assistance with the two major areas of budget pressure; which were the cost of service demand following hospital discharge and support for individuals experiencing capital reduction. Members queried

whether the Performance Management Scrutiny Committee was the correct forum to look at this subject.

Councillor Evans suggested that a Task and Finish Group should be established to examine budget slippage and the continued use of one off funds to bridge gaps in budgets. He continued that this had a knock on effect which created issues in following years. Councillor Fraser commented that the Budget Task and Finish Group had identified that this should be widened to consider the impact of commissioning, also the impact of changes in preventative services on statutory ones. She added that this may be where the Committee could consider how the forecasting of demand in adult social care was undertaken and whether a more accurate method could be found. She continued that a further topic identified by the Task and Finish Group had been to examine ways in which the Council could improve its income generation.

Members noted that the Budget 2016/17 Task and Finish Group had recommended the establishment of a standing Task and Finish Group to report to the Performance Management Scrutiny Committee.

#### **42 Additional Information for Quarter 2 Performance Report 2015/16**

The Performance Manager introduced the Additional Information for Quarter 2 Performance Report 2015/16. In response to a Member's query, the Performance Manager explained that this was the first meeting of the Performance Management Scrutiny Committee following consideration of the Report by Cabinet in December. A Member questioned the practice of reports going to Cabinet before Scrutiny and suggested that if the reports came to the Scrutiny Committee first then the Committee's observations could be considered by Cabinet at the same time as they received the report. Members questioned the purpose of the Performance Management Scrutiny Committee.

The Performance Manager drew Members' attention to a selected number of Slides.

**Job Seekers Allowance Claimant Count 12+ Months:** Members noted a steady decline in claimant numbers but observed that it remained well above the December 2008 figure.

**The Number of Referrals to Children's Social Care:** Members noted that the reduction in referrals compared to the previous year reflected changes in the referral process with families coming into the system at an earlier stage and preventative work being undertaken.

**Looked After Children – Rate per 10,000:** The Performance Manager commented that this graph showed stabilisation in the numbers coming in the system. He continued that in reality the numbers were very small and a small increase had a huge impact. In response to a Member's query, he agreed that Shropshire was a net importer of young people, with other authorities placing children in the County.

**Permanent Admission of Adults into Residential/Nursing Care homes, per 100,000 Population:** The Performance Manager confirmed that the Health Scrutiny Committee had considered this in more detail in December 2015. It was interesting to note that the expected winter pressures had continued into the summer months which was unusual.



**Delayed Transfers of Care from Hospital which are Attributable to Adult Social Care per 100,000 population:** Members noted that numbers were continuing to rise and this issue had been noted by the Budget 2016/17 Task and Finish Group. Meetings were taking place to identify the reasons for the increase.

In response to a Member’s question, the Performance Manager confirmed that the other Scrutiny Committees could consider these topic areas in greater detail.

**RESOLVED:**

That the Additional Information for Quarter 2 Performance Report 2015/16 be noted.

**43 Date/Time of next meeting of the Committee**

It was noted that the next meeting of the Committee was scheduled to be held at 2.00pm on Wednesday 16<sup>th</sup> March 2016.

Signed ..... (Chairman)

Date: .....

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<u>Committee and Date</u>	<u>Item</u>
Performance Management Scrutiny Committee	
16 <sup>th</sup> March 2016	<u>Public</u>

## **ADDITIONAL INFORMATION for Quarter 3 Performance Report 2015/16**

**Responsible:** Tom Dodds, Performance Manager  
e-mail: [tom.dodds@shropshire.gov.uk](mailto:tom.dodds@shropshire.gov.uk) 01743 253068

### **1. Summary**

- 1.1 This paper provides additional information to detail the performance intelligence summarised in the Quarter 3 Corporate Performance Report presented at Cabinet meeting on the 10<sup>th</sup> February 2016 and should be read in conjunction with the report (link to Cabinet report Item).
- 1.2 This detailed intelligence, that informed the Quarter 3 performance report, is being monitored based on the 4 technical dashboards developed following work with the Portfolio Holders and Scrutiny members during the Performance Management Rapid Action Group in January - February 2014.
- 1.3 Reporting and presenting performance information to Cabinet and Scrutiny is subject to review. The technical outcome dashboards are to be revisited to address changes in performance measures. Options for a review of the Performance Management Framework will be discussed with the Portfolio Holder for Performance.

### **2. Recommendations**

- A. Members are asked to consider the key underlying and emerging issues in the reports and appendices and identify any areas they would like to look at in more detail in future meetings or refer to the relevant Scrutiny Committee.

## **REPORT**

### **3. Risk Assessment and Opportunities Appraisal**

- 3.1 Poor performance could have implications for vulnerable people (including children) who are supported by Council services and the economic growth in Shropshire. In turn, there may be significant financial, legal and reputational risk to the Council, Schools (and Academies), and partners from across the public and voluntary and independent care sectors.
- 3.2 Effective monitoring and follow-up against key measures of success provides the opportunity to manage risks and ensure that Children and Young People and

vulnerable adults in Shropshire remain safe and achieve the desired outcomes. Increasingly, performance reporting will reflect the impact of commissioning decisions by the Council, linking directly with the management of contracts and building on the current approach of looking at how effective the Council is at delivering its outcomes.

#### **4. Financial Implications**

4.1 This report does not have any direct financial implications, but presents service and financial information to support decision making. Accountable officers and senior managers may use the information to inform actions or interventions for improving service performance and the prioritisation and use of resources.

4.2 Full financial details are presented as part of the Financial Reports.

#### **5. 'Your money' Outcome - Technical Dashboards Details**

5.1 Progress on delivering '**Your money**' Outcome ('Feel financially secure and to believe in a positive future for myself and my family') is presented as part of the Appendix A dashboard.

Performance for this outcome has been broadly in line with previous performance and reflects national trends.

5.2 Chart 1 - The number of long term claimants of Job Seekers Allowance continues to fall, standing at 450 in December 2015. The percentage of claimants remains below the average for England and the West Midlands region. (Source NOMIS)

5.3 Chart 2 – The overall number of Job Seeker Allowance claimants continues to reduce and are below levels for 2004. The % of claimants remains below the levels of West Midlands and England. (Source NOMIS)

5.4 Chart 3 – Latest data shows that qualification levels in Shropshire remain above the West Midland average for all levels and ahead of Great Britain for levels 1 -3. (Source NOMIS)

5.5 Chart 4 - The results from the 2015 Annual Hours and Earnings Survey show that both the workplace pay rate and the residence pay rate have increased. The workplace pay rate is based on jobs within Shropshire whereas the residence pay rate is all residence who live within Shropshire whether they work inside or outside the county. The fact that the residents pay rate (491.8) is higher than the workplace pay rate (466.1) tells us that some Shropshire residence work outside the County in higher paid jobs.

5.6 When comparing the Shropshire workplace pay to the West Midlands (493.1) and Great Britain average (529), Shropshire has a much lower rate of pay (466.1); this may be that industries within Shropshire such as agriculture tend to be lower paid. The residents pay has historically been higher than the west Midlands average however this year is the first year that the Shropshire residents pay (491.8) was lower than the West Midlands average (492.5). It is unlikely that there is one single reason for this change but it might be that the nature of the business within the West Midlands the pay levels are increasing; and that more people in Shropshire are working locally.

- 5.7 Chart 5 – is an annual measure and remains unchanged from previous reports.
- 5.8 Chart 6 - % of young people completing yr11 who continue in learning, this data has been newly reported at quarter 3 showing that 95.2% of yr11 are continuing in education. The Education and Skills Act 2008 legislated to raise the age of compulsory participation in education or training to the age of 18, helping to ensure that every young person has the opportunity to gain skills and qualifications that enable them to progress to higher education, work and adult life. The way this measure was previously reported has changed meaning this data is not comparable with previous years, however benchmarking data will be available later in the year.
- 5.9 Chart 7- The average total points score (across all the Early Learning Goals) has increased from 35.8% (2014) to 36% (2015), this follows the regional and national trend of improved results.
- 5.10 Chart 8 - The percentage of pupils achieving A\*-C at GCSE or equivalent (including English and Maths) has increased slightly compared to the 2014 results. The revised results (21<sup>st</sup> Jan 2016) show a result of 56.5% for Shropshire which is a slight increase from the 2014 figure of 56.1%. This follows the national trend with the England average increasing from 53.4% in 2014 to 53.8% in 2015; and the statistical neighbour result increasing from 56.4% in 2014 to 58% in 2015.
- 5.11 Chart 9 - The percentage of pupils achieving KS2 level 4 in reading, writing and maths has increased from 2014 78% to 81% in 2015 this is a 3% increase. The England average and the statistical neighbours have both increased but by 1%, England from 79 % in 2014 to 80% in 2015, and statistical neighbours from 77.3% in 2014 to 78.3% in 2015.
- 5.12 Chart 10 – latest OFSTED figures show that the percentage of schools rated as good or outstanding continues to improve. The gap with statistical neighbours has further reduced. (Source: OFSTED)
- 5.13 Chart 11 - Average house prices in Shropshire had drifted downwards during the recession but are now starting to increase. The average price remains above those for the West Midlands but the gap has increased with those for England, which is influenced by the effects of house prices in London and the South East. (Source: Land registry).
- 5.14 Chart 12 - The percentage of rent collected as a % of rent owed to date, including b/f arrears, collected by STaR Housing is above target. The collection rate as at the end of Quarter 3 was 99.1%, this is an improvement on both Quarter 2 performance and also, more significantly (as 2 rent free weeks are included) a big improvement on Dec 2014 which stood at 97.3%.

## 6 'Your Environment' Outcome - Technical Dashboards Details

- 6.1 Progress on delivering 'Your Environment' Outcome ('Live in an attractive, vibrant and safe environment, in a place that is right for me') is presented as part of the Appendix B dashboard.

- 6.2 Chart 1 - Shropshire Council works with a range of partners to help prevent crime and support victims. The total number of reported offences in Shropshire for the year ending June 2015 has shown an increase of 9.14% compared to the year ending June 2014. There is no update available for this measure at Q3.
- 6.3 Chart 2 - Please note that this survey is no longer being conducted by West Mercia Police. Options for future reporting are currently being discussed.
- 6.4 Chart 3 - The latest available data for fire shows that both accidental and fire crime incidents and are both below target (source: Shropshire Fire & Rescue).
- 6.5 Chart 4 - The annual number (3 year rolling average) of people killed or seriously injured (KSI) on the roads is a nationally recognised measure used to monitor the reduction of road casualties. From 2005 to 2011 Shropshire saw its annual KSI figure reduce from 215 to 130. Since this time figures have stabilised and remain around 125, at quarter 3 the figures have increased slightly to 130.7 (Source: SC Highways and Transport team)
- 6.7 Chart 5 shows the annual number of new housing as recorded by the Housing Policy team. Annual figures to March 2015 show a total of 1155 new houses of which 324 were affordable new homes. (Source: SC Communities and Housing Policy Team)
- 6.8 Chart 6 - Street cleanliness is monitored by 4500 inspections per year in different locations and by types of street. Measured monthly the Q3 street cleanliness standards of Shropshire remains better than target. (Source: SC Environmental Maintenance)
- 6.7 Chart 7 - The annual amount of household waste that is re-used, recycled or sent for composting is 49.67% (Nov 15) similar to 50.7% (Nov 14), this is still well above target but slightly lower than the same time last year which issue to low levels of composting. The latest data for waste collection authorities in England show a rate of 41.49%. (Source SC Waste Management Team)
- 6.8 Chart 8 - To live in an attractive place requires the availability of suitable housing, although this requires careful management to balance housing needs with maintaining an attractive environment. During the recession the number of new homes being constructed reduced. Mirroring the national economy there are now signs that housing construction is increasing and more homes will become available. Valuation Office figures show that the Council Tax base for Shropshire stands at 138,056 properties at December 2015 compared to 136,917 in December 2014. The largest increase has been seen in Band B with 369 (1.04%) additional properties whilst the largest % increase is in Band E 1.32% with 195 additional properties.
- 6.9 Chart 9 - The overall number of visitors to facilities has continued to increase. Visitor figures at outdoor recreation sites and the theatre have shown an increase whilst there has been a decrease in visitors to leisure centres (change in council managed facilities), libraries and museums. (Source: SC Commissioning Teams).
- 6.10 Overall visitor numbers to library services are decreasing. This is a long term trend which is being experienced by library authorities across the country. Key challenges to libraries has been the change of reading habits with easy access to electronic reading devices, reduced demand for reference services with easy access to information and news services via search engines.

- 6.11 10 - Shropshire has an active volunteer community who help to provide essential support to help make Shropshire an attractive and welcoming county. Whilst reflecting only a small part of the volunteering that takes place in Shropshire, the available data shows that during quarter 3 - 25,672 volunteer hours were given to support the Outdoor Recreation service, Libraries, Archives and Visitor Attractions in Shropshire. (Source: SC Commissioning Teams)
- 6.12 Chart 11 – Usage of the online community directory has continued to increase. The community directory attracts users from a broad spectrum including communities, voluntary sector and professionals. Usage in Q3 2015 has slightly decreased by 596 compared to Q3 2014. (Source: SC Libraries)
- 6.13 Chart 12 – satisfaction with highways and transport from public satisfaction survey December 2015. Whilst the overall satisfaction with highways and transport has decreased slightly from 54.6% in 2014 to 54% in 2015; Satisfaction with condition of highways, local bus services and ease of access has all increased.

## 7. 'Your life' Outcome - Technical Dashboards Details

- 7.1 Progress on delivering 'Your life' Outcome ('Feel valued as an individual and to live my life, with my choices respected and with as few compromises as possible') is presented as part of the Appendix C dashboard.
- 7.2 Chart 1 - Demand to Children's Service is being effectively managed through a redesigned 'Front Door' which ensures Initial Concerns are directed to the most appropriate support, whether that be Early Help or a social care referral. By better managing the demand to Children's Social Care, it was expected that referral figures would start to decrease, which has been the case throughout 2015/16.
- 7.3 Chart 2 - Of the children referred to social services, 81.5% went on to be assessed. Improved recording and reporting allows for a better breakdown of the outcomes for referrals that have not progressed to assessment and received; Early Help (4.6%), Professional Conversation (2.5%) or requiring No Further Action (11.4%). Further development to provide the "professional conversation" pre referral stage to support partners in the identification and management of risk in early help is expected to result in a decreasing referrals and increase in referral that progress to a social work assessment thus ensuring we are using the qualified Social Worker role to best value. (Source: SC Children's Social Care Team).
- 7.4 Chart 3 - The rate of Looked After Children (LAC) per 10k under 18 population at the end of December 2015 was 49.7. Following increases in the rate during the first half of 2014 the rate has now stabilised. Absolute numbers of LAC have decreased from 313 in March 2015 to 297 in December 2015.
- 7.5 The redesign of Children's Social Care Services to provide more support to children on the edge of care has been effective in stabilising the number of LAC.
- 7.6 Chart 4 - The rate of children becoming subject to a Child Protection Plan (CPP) is higher than the recently released comparator information, taken at end of March 2015, for Statistical Neighbours and the England average.

CPP rates have increased during Q3 15/16. Work continues to ensure that each child who is made the subject of child protection plans has an appropriate plan to

meet their circumstances at the right time. This means evidencing significant harm in each case and that where the significant harm continues beyond 9mths (2nd review) that proactive actions are taken.

- 7.7 Chart 5 - The percentage of children who ceased to be Looked After due to adoption was in line with the planned levels. Work is being undertaken to review permanency plans for children to consider alternative permanency plans such as SGO and SGO assessment and applications have increased in 14/15 and 15/16 (Source: SC Children's Social Care Team)
- 7.8 Chart 6 - The percentage of Children with a 2nd or subsequent Child Protection Plan (CPP) within 2 years of the previous one ceasing at the end of December 2015 (6.1%) is lower than at the same point in December 2014 (9%). Performance of this key measure will continue to be closely monitored with audit and quality assurance activity continuously undertaken to confirm that there has been a robust response to those cases. An audit of second and subsequent CPP was recently presented to the Local Safeguarding Children's Board.
- 7.8 Chart 7 – Latest data shown is for Q3 2015/16. Adult admissions into residential/nursing care homes for both age ranges have reduced compared to previous years. This performance demonstrates delivery of the Council's policy to support as many people at home as is safe and possible to do. Admissions have been monitored on an individual basis through the year, to ensure admissions are kept as low as possible. Performance at the end of 2014/15 was lower (better) than the comparator family group and England averages; the Q2 figure is an in year result and not comparable to the end of year results (Source: SC Adult Social Care Team).
- 7.9 Chart 9 - Adults Social Care annual survey of users results are now available from the survey which took place at the beginning of the year. The survey aims to understand how services are affecting peoples lives, rather than simply what outputs services are achieving.

One of the key measures from the survey is the proportion of Adult Social Care users who find it easy to find information about services, although this is an historic measure the data is not comparable as the methodology has changed this year. This measure reflected service users' experience of accessing information and advice over the last year; improving access to information is one of our key priorities. The 2015 result of 72.2% is slightly below the West Midlands (73.6%) and England (74.5%) average.

- 7.10 Chart 10 – The annual Adult Social Care Users Survey results from 2015 show a higher quality of life score than average. This composite measure uses responses to survey questions covering eight areas control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation; the measure gives an overall score based on respondents' self-reported quality of life across the eight questions. The result (based on a score out of 24) in 2015 for Shropshire was 19.5 well above the England average of 19.1. The 2014 result is not directly comparable due to the weighting and sample size but the results for 2014 was 18.5 for Shropshire and 19.0 for England.
- 7.11 Charts 8 & 11 – Changes to national reporting require replacement measures to be agreed for inclusion in future outcome reports.

## 8. 'Your health' Outcome - Technical Dashboards Details



- 8.1 Progress on delivering '**Your health**' Outcome ('Live a long, enjoyable and healthy life') is presented as part of the Appendix D dashboard.

Overall the residents of Shropshire enjoy a longer and healthier life than the national average

- 8.2 Charts 1 & 2 – Latest published data shows that the average life expectancy in Shropshire is above the national average for both Male and Female. This continues to increase year on year and remains above the national average. (Source: Public Health Profiles)

- 8.3 Chart 3 - Delays in discharges from hospital due to adult social care are currently increasing. There has been a national increase in the numbers of delays and this is reflected in local performance. Monitoring and reviews with partners are taking place to ensure delays are kept to a minimum. Reducing delays is a high priority as this links to the supporting measures which have been agreed in the plan, to deliver the Better Care Fund outcomes and priorities.

- 8.4 Chart 4 – (reported a quarter in arrears) The proportion of older people still at home 91 days (bigger is better), after their discharge from hospital into reablement services has improved. Improvements have been made to the effectiveness of our reablement services (increased from 76.8% last year, to 80.6% in 2014/15, with a further increase to 84.5% at Q2) and there has been an increase in the number of older people receiving the service. This measure used to be reported as an annual snapshot but as part of the Better Care programme is now being monitored on an ongoing basis. This should provide additional intelligence to ensure outcomes are maintained.

The 2015/16 Q2 result 84.5% is a continued improvement on the 2014/15 result of 80.6%.

- 8.5 Chart 5 – This measure is reported annually, there has been no change in data since the Q4 report.

- 8.6 Chart 6 - The latest available data shows that the prevalence of smoking amongst mothers at the time of giving birth is reducing the 2014/15 (12.5%) data shows a reduction of 2.5% compared to 2013/14 (15%) result; this is still above the England average of 11.4% (2014/15).

- 8.7 Chart 7 - % of Adult Social Care service users surveyed who have control over their daily life the 2014/15 result (81.5%) is well above the West Midland and England averages. This newly reported data is no longer comparable to the previously years data due to a change in methodology.

- 8.8 Chart 8 - Breast feeding rates have improved from 43.7% in 2013/14 to 48.3% 2014/15, this is a significant increase especially compared to the England average which has declined (45.8% in 2013/14 to 43.8% in 2014/15).

- 8.9 Chart 9 – Smoking Prevalence this measure has been discontinued.

## 9. Conclusion

Performance for the quarter has been broadly in line with expectations with key points summarised above.

The percentage of pupils achieving A\*-C at GCSE or equivalent (including English and Maths) has increased slightly compared to the 2014 results.

Children's Social Care has seen a stabilisation of services with a slight reduction in the number of referrals, whilst the number of Looked After Children has stabilised.

The number of patients who are delayed from discharge from hospital has increased. Improving performance is a high priority and continues to be reviewed with partners.

**List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)**

Quarter 3 Performance Report 2015/16 – Cabinet 10 February 2016

**Cabinet Member (Portfolio Holder)**

Cllr Michael Wood

**Local Member**

All

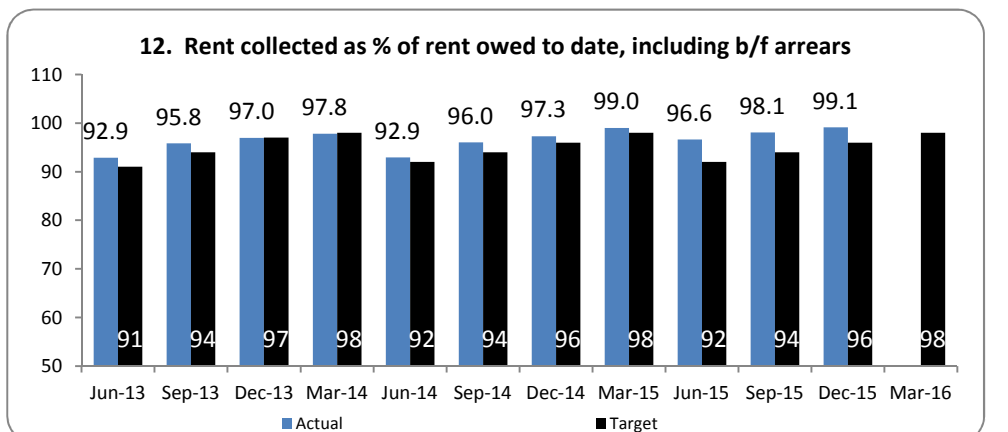
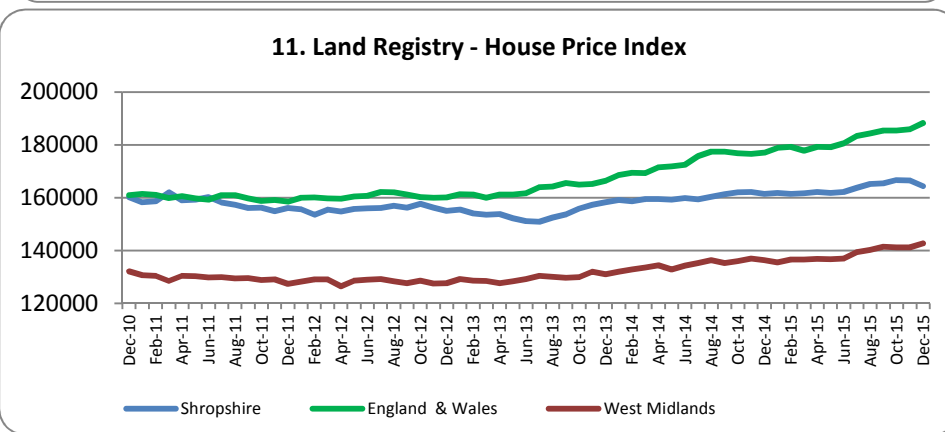
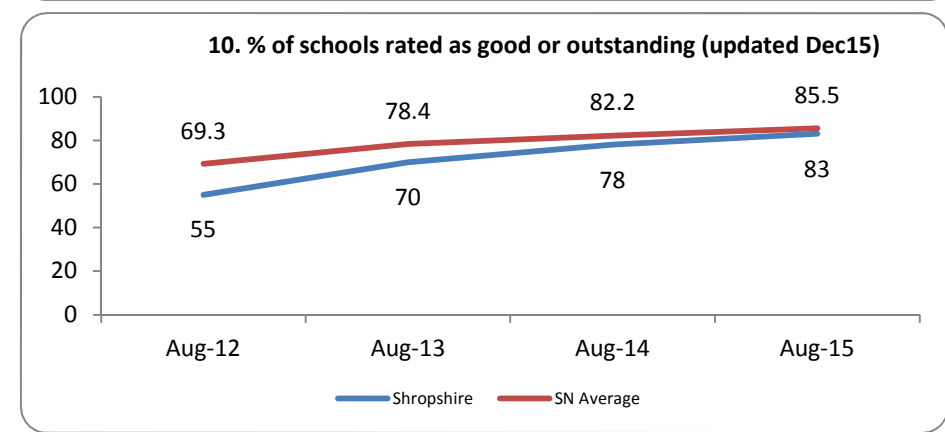
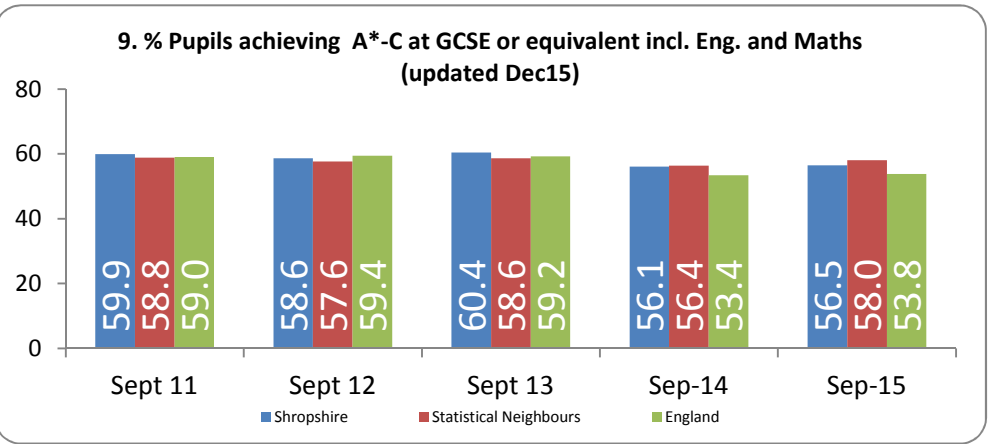
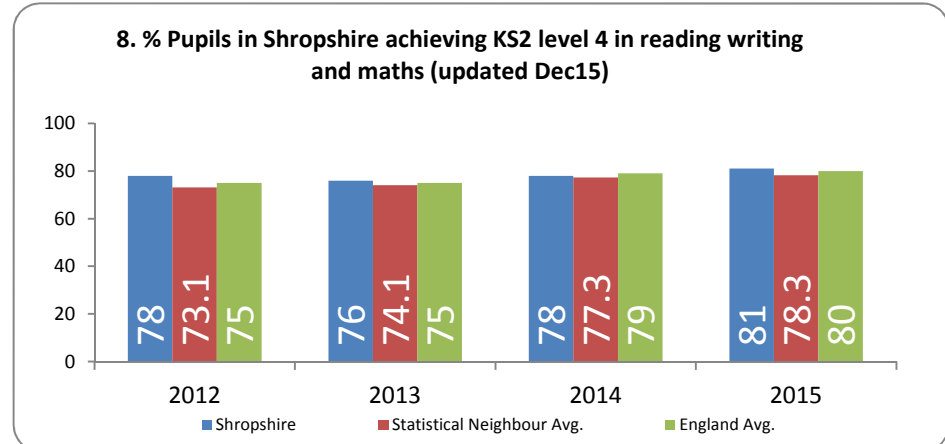
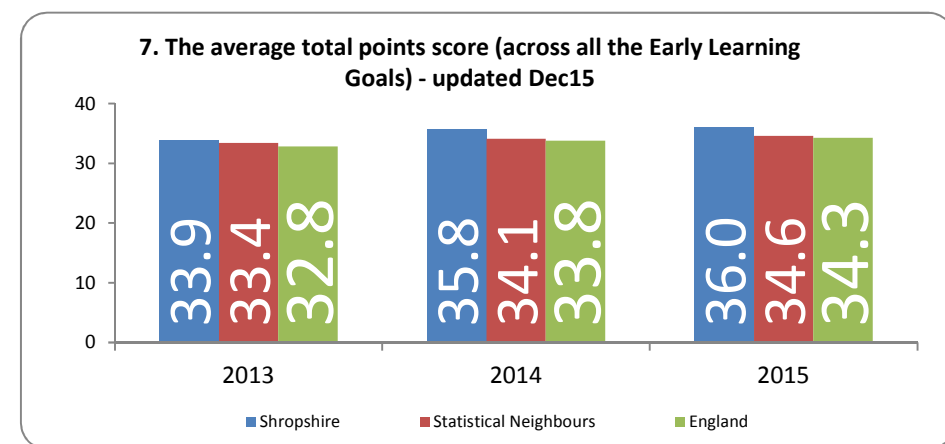
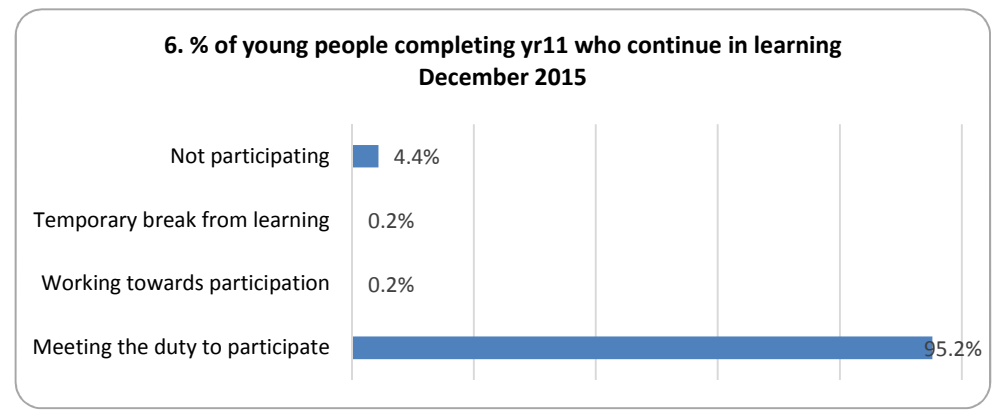
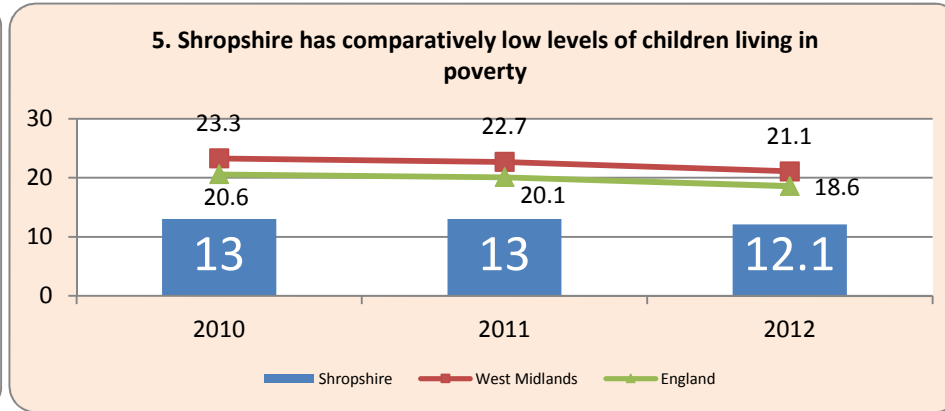
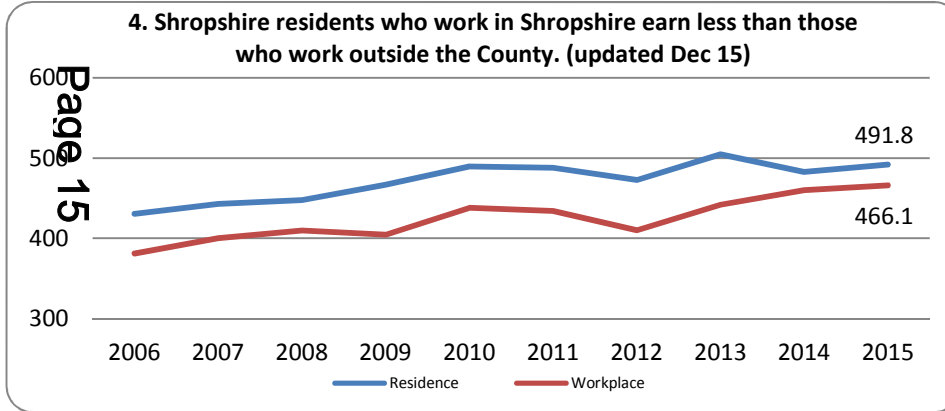
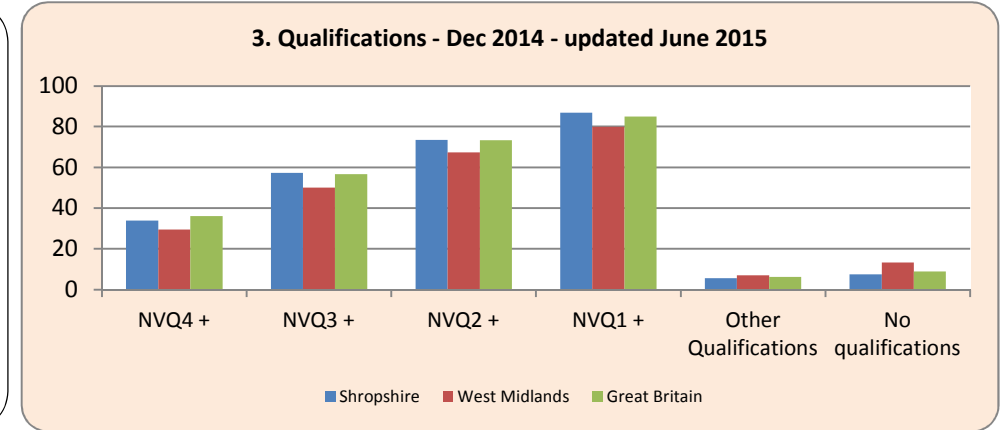
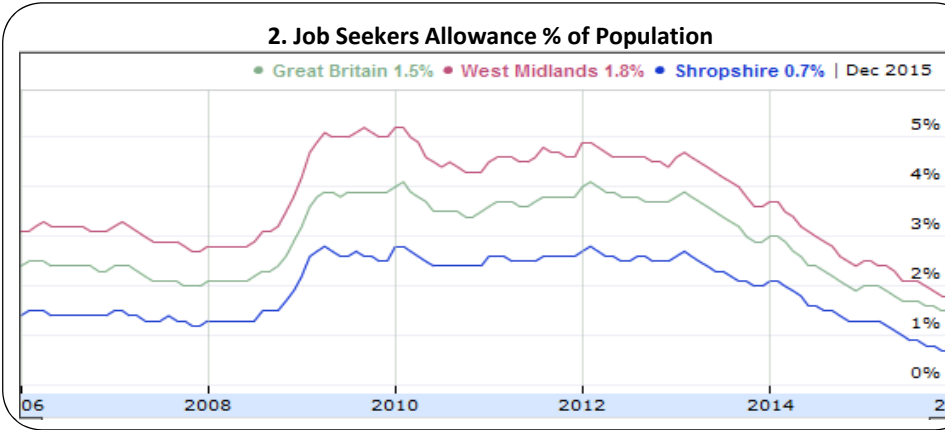
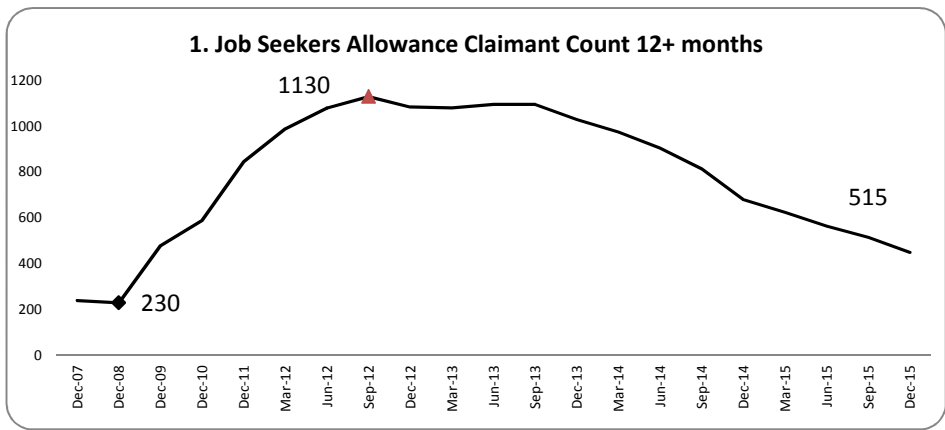
**Appendices**

Appendix A – 'Your money' Outcome Dashboard ('Feel financially secure and to believe in a positive future for myself and my family')

Appendix B – 'Your Environment' Outcome ('Live in an attractive, vibrant and safe environment, in a place that is right for me')

Appendix C – 'Your life' Outcome ('Feel valued as an individual and to live my life, with my choices respected and with as few compromises as possible')

Appendix D – 'Your health' Outcome ('Live a long, enjoyable and healthy life')

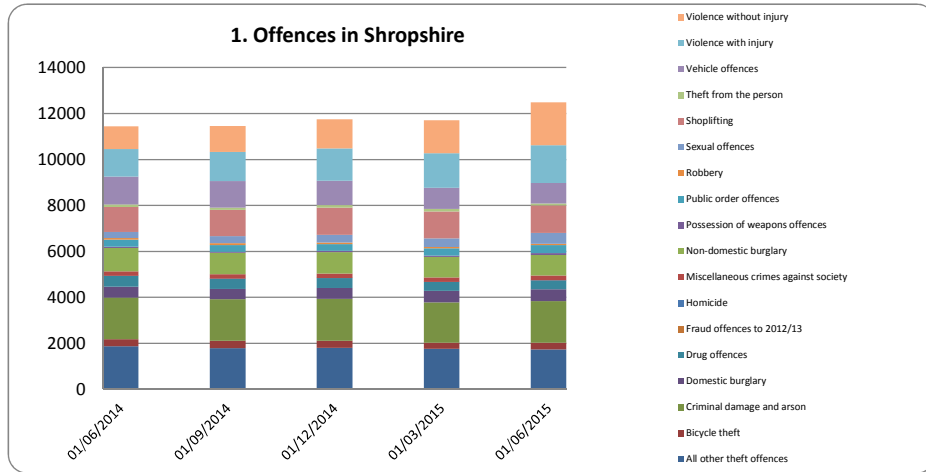


charts for available indicators reported quarterly

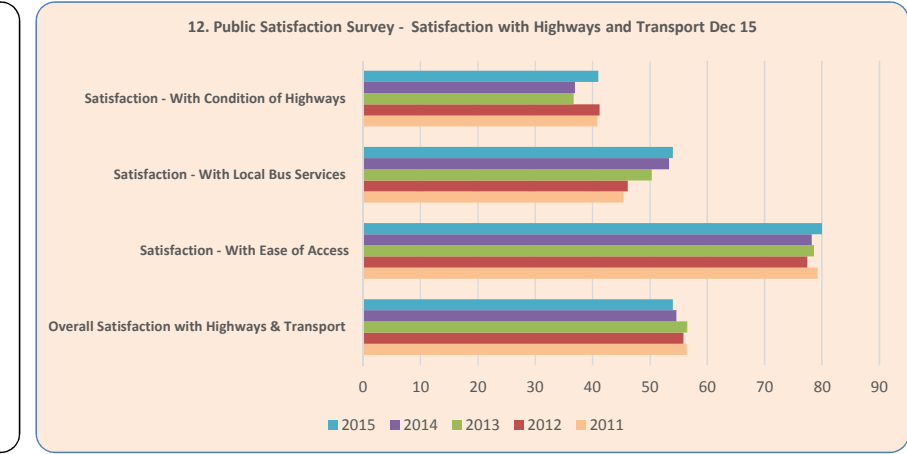
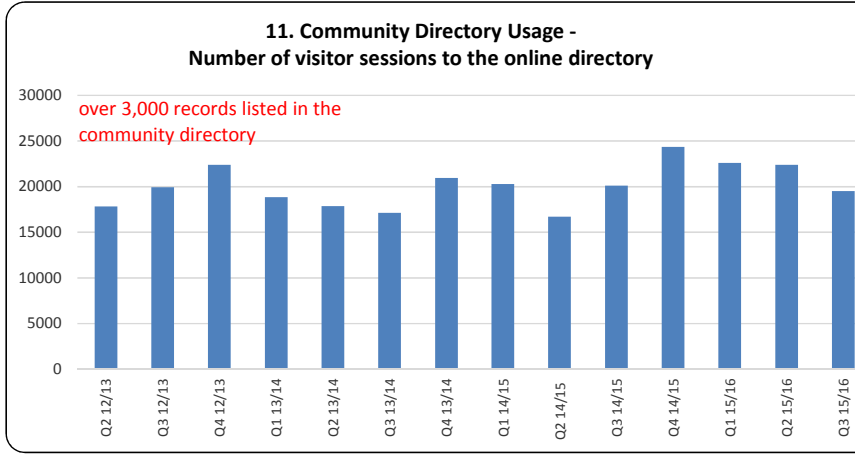
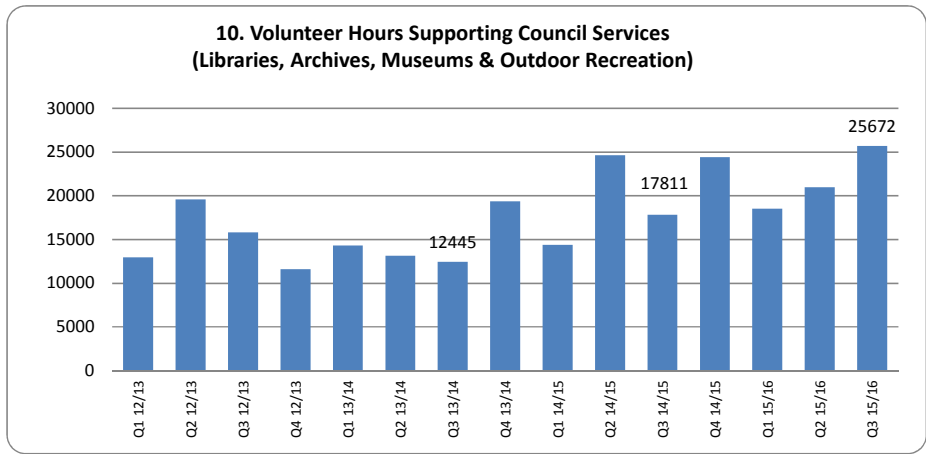
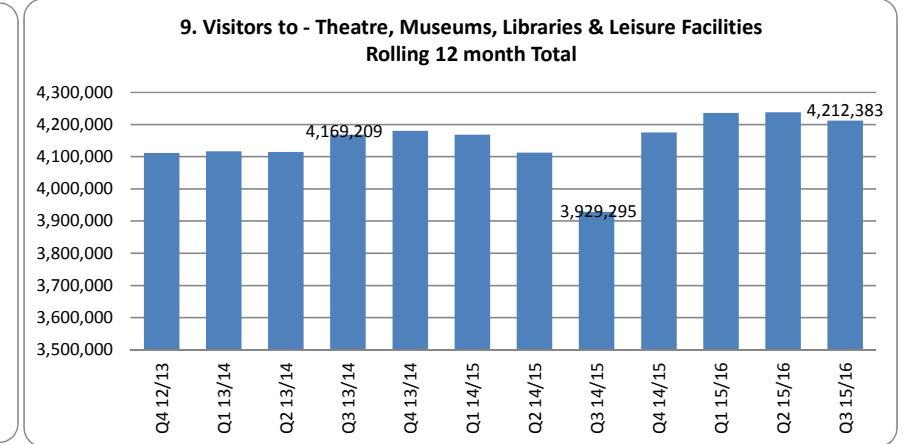
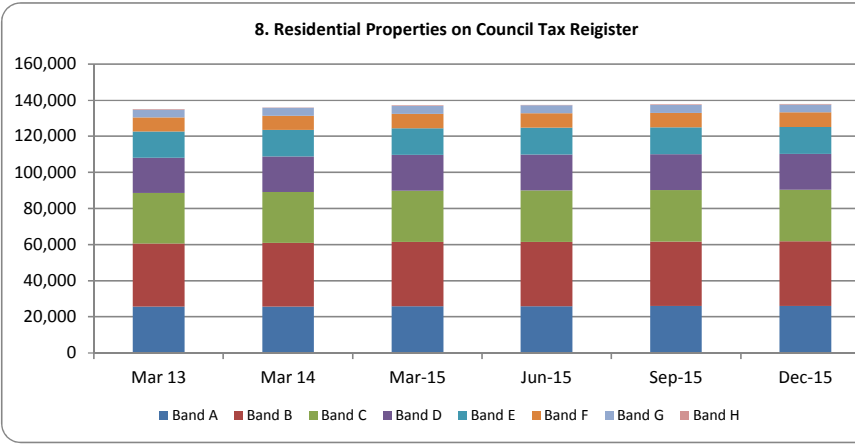
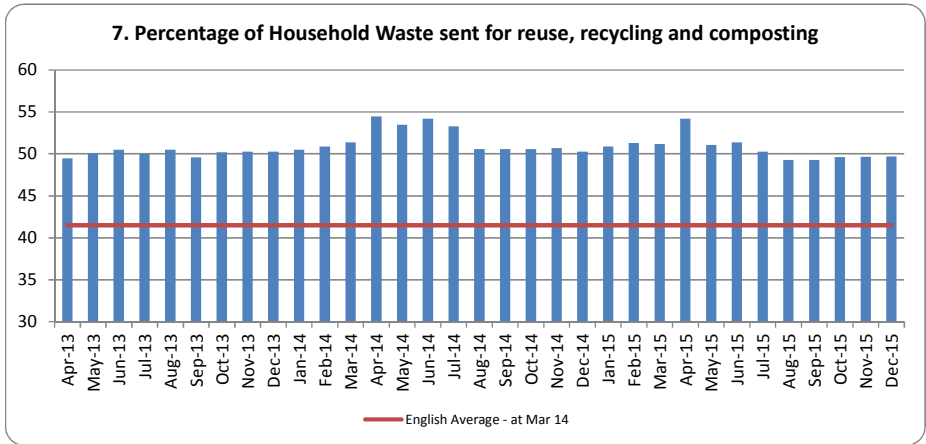
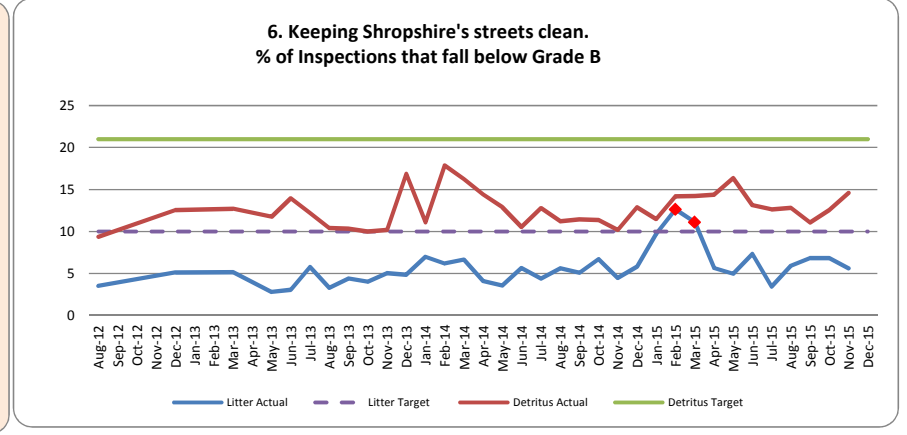
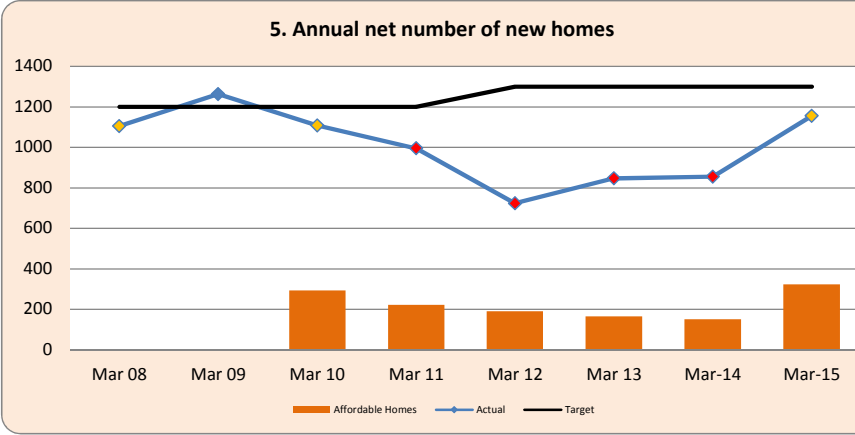
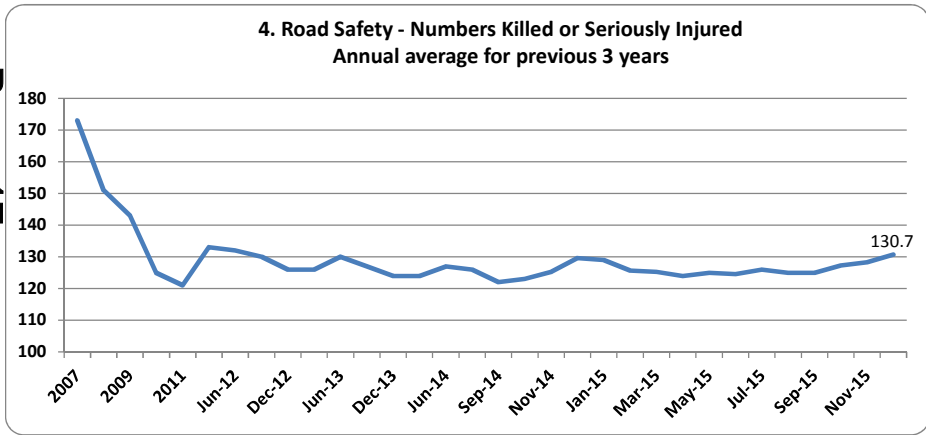
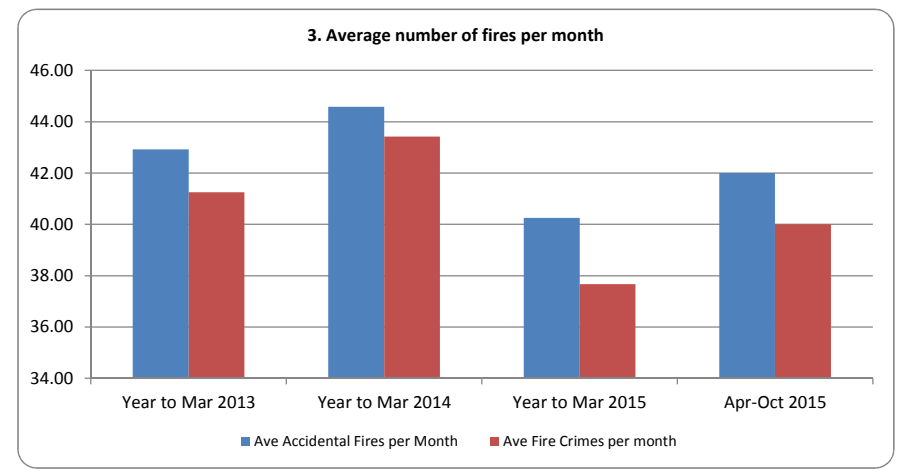
charts for available indicators reported less than quarterly

charts for indicators not currently reported/available

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2. Fear of Crime Survey is no longer conducted. Alternative measure to be developed



charts for available indicators reported quarterly

charts for available indicators reported less than quarterly

charts for indicators not currently reported/available

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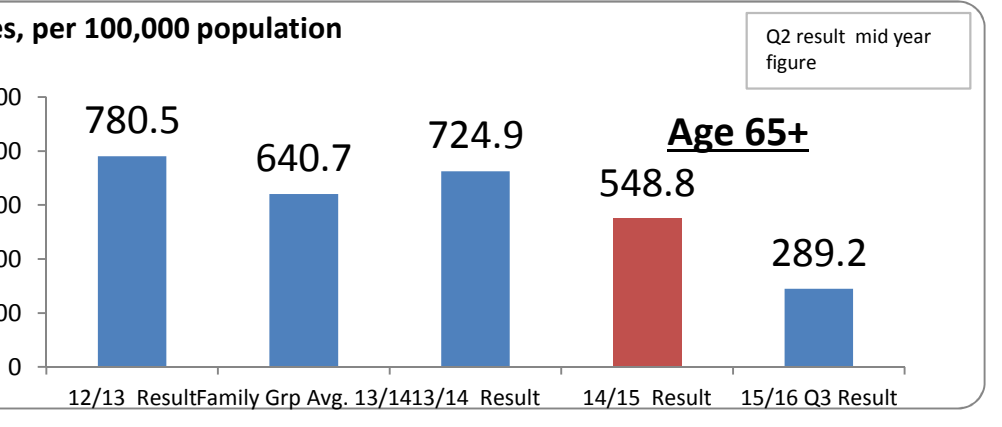
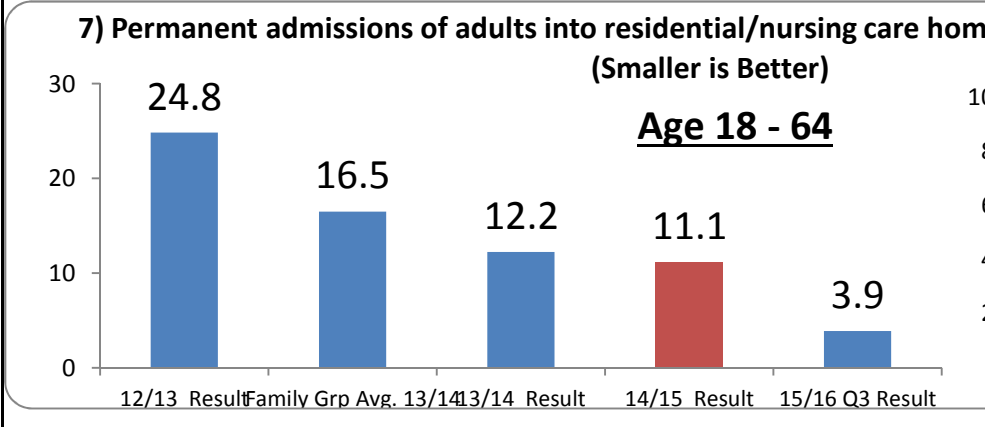
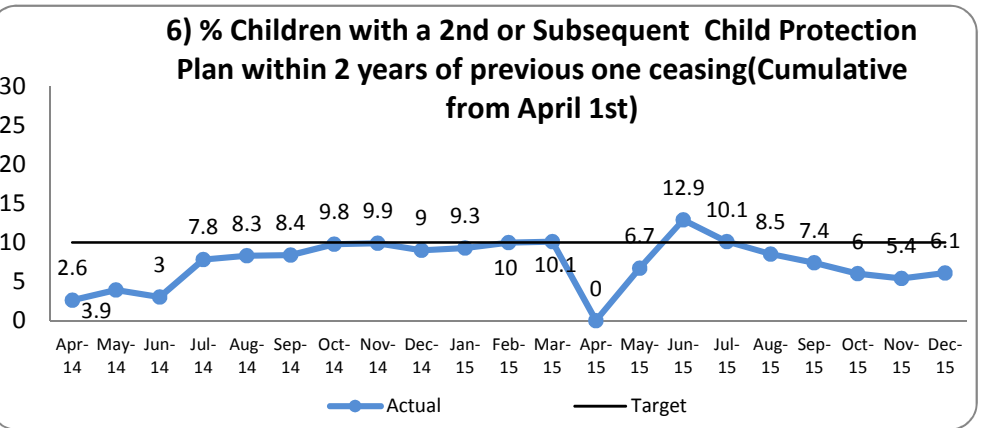
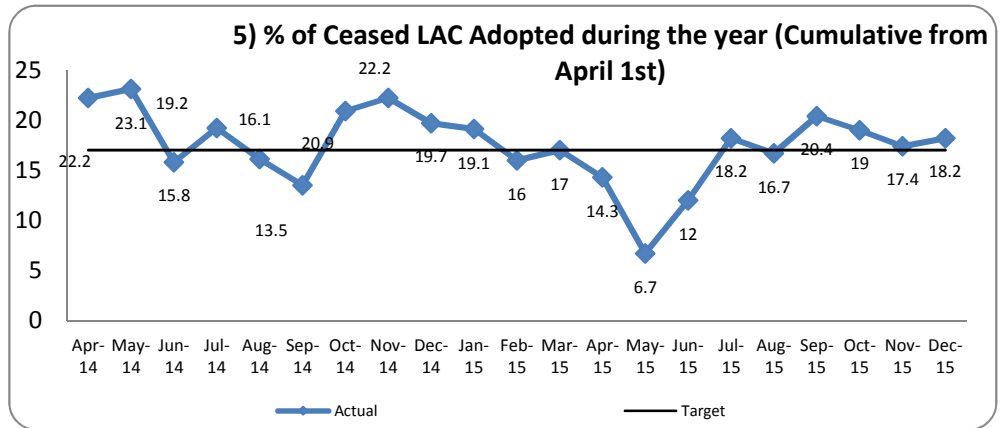
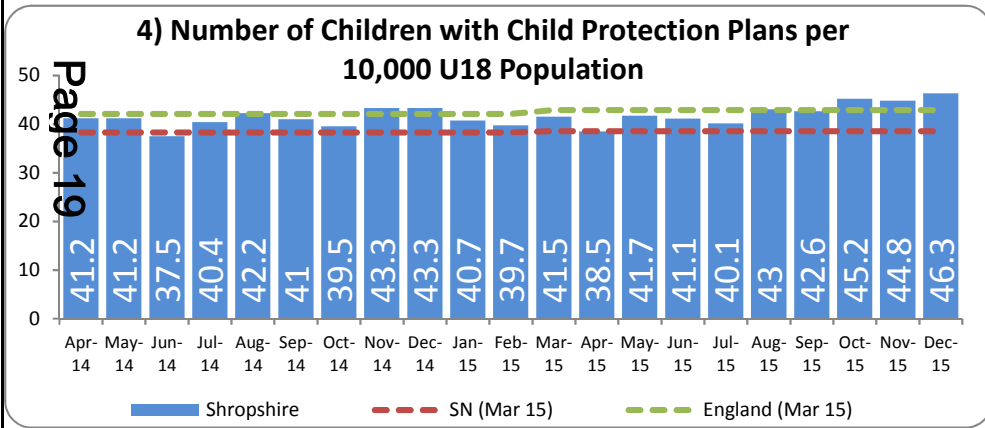
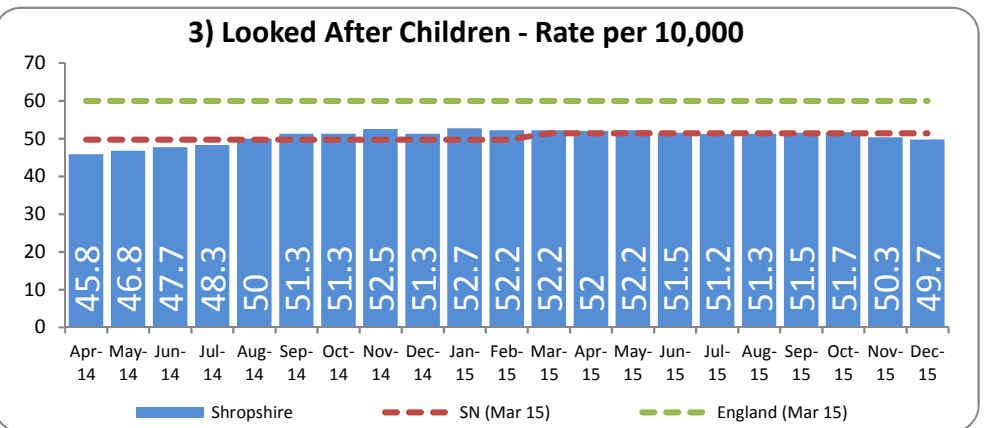
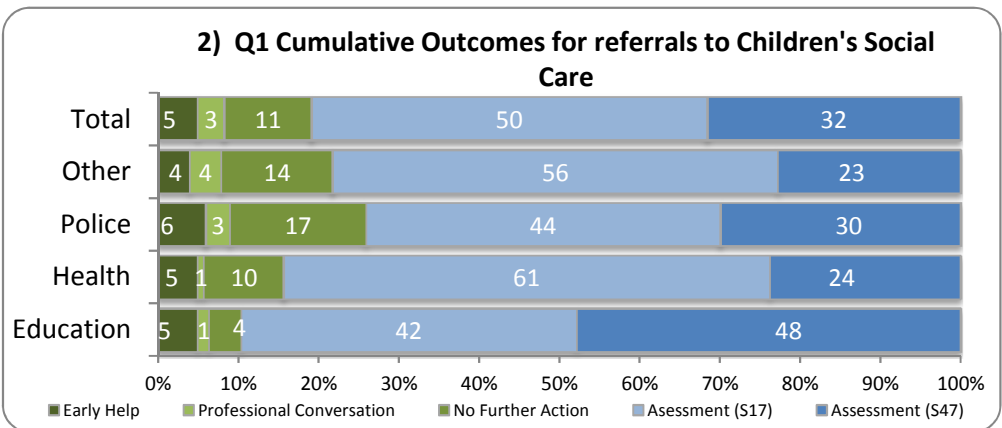
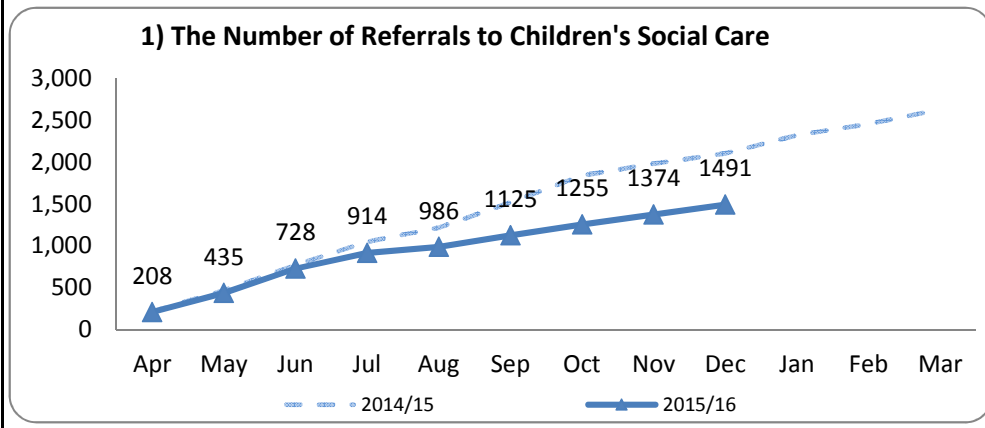


Chart 8 - to be replaced with new measure/s

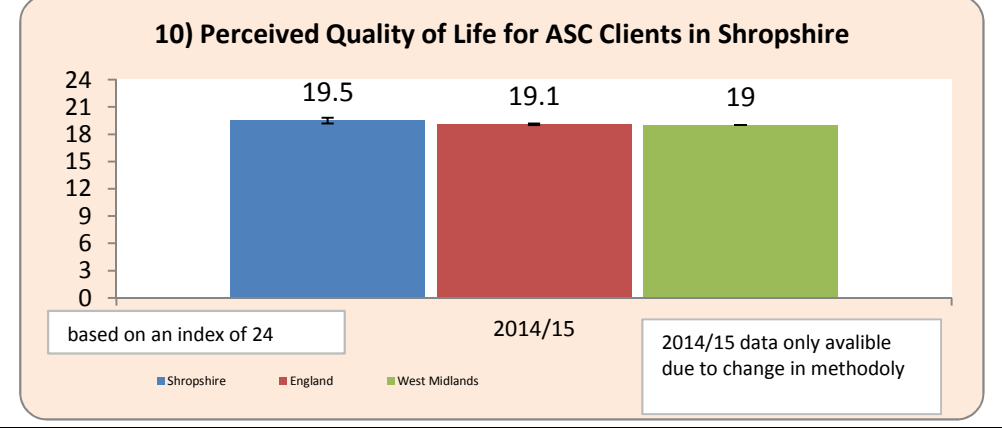
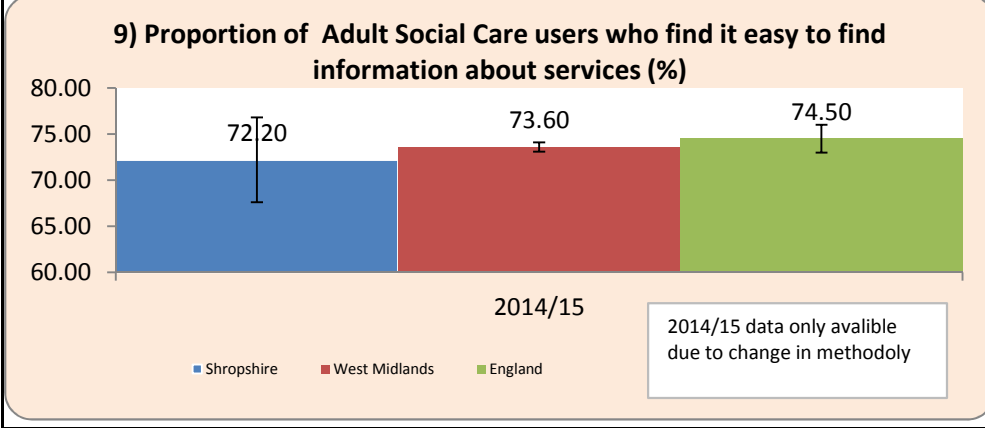


Chart 11 - to be replaced with new measure/s

Charts for available indicators reported quarterly

Charts for available indicators reported less than quarterly

Charts for indicators not currently reported/available

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## Topics identified for the Scrutiny Work Programme 2016/17

Proposed Topic	Objectives	Suggested approach
Local Commissioning (1) – learning from the experience so far	<ul style="list-style-type: none"> <li>• To understand the different models of local commissioning</li> <li>• To understand the different factors that enable successful local commissioning</li> <li>• To hear about the learning to date from Local Commissioning experiences</li> <li>• To understand the impact of local commissioning decisions</li> <li>• To develop recommendations that will contribute to shaping future local commissioning</li> </ul>	<p>Report and presentation to the Scrutiny Committee</p> <p>Task and Finish Group to investigate the specific points</p>
Local Commissioning (2) – working together with Town and Parish Councils and the VCSE (to meet our future challenges)	<ul style="list-style-type: none"> <li>• To work alongside existing discussions with T&amp;PC and VCSE and add value to finding workable options for the future</li> <li>• To understand the opportunities and threats that exist</li> <li>• To consider and set out options to address emerging issues e.g.               <ul style="list-style-type: none"> <li>▪ equity of payment for services provided by T&amp;PCs through their local precept by people from outside of their area</li> <li>▪ decommissioning current provision where there is no provider for delivery in that way</li> </ul> </li> <li>• To inform the shape and style of engagement with partners and communities</li> <li>• To develop and make recommendations based on the evidence</li> </ul>	<p>Task and Finish Group if members want to consider evidence and then discuss issues, options and recommendations before sharing them publicly</p> <p>Sub-committee if members want to have conversations in a meeting open to the public.</p>

Proposed Topic	Objectives	Suggested approach
Assessing potential impacts and preventing and managing the unforeseen consequences of changes to services	<ul style="list-style-type: none"> <li>• To consider what impact assessments are carried out by the Council related to changes to services</li> <li>• To consider what best practice examples exist and whether there is learning from these</li> <li>• To identify specific issues related to assessment of impact and make recommendations based on the evidence.</li> </ul>	<p>Member working group to fact find and recommend whether the best approach is:</p> <ol style="list-style-type: none"> <li>1. Report and presentation to the Scrutiny Committee</li> <li>2. Consider in greater detail using a Task and Finish Group</li> </ol>
Budget setting 2017/18 and onwards	<ul style="list-style-type: none"> <li>• To have earlier involvement in budget setting to provide comment on proposals</li> <li>• To be able to complete specific pieces of work to identify alternatives to emerging plans (if they exist)</li> <li>• To provide a mechanism to engage with communities, partners and providers</li> <li>• To understand any possible risks and impacts on the budget proposals e.g. using one off money to balance the budget</li> <li>• Make evidence based recommendations and alternative proposals for future budget setting</li> </ul>	Task and Finish Group reporting back into the PMSC on a quarterly basis
Adult Social Care – what are the pressures facing the services?	<ul style="list-style-type: none"> <li>• To understand the identified causes of pressure on ASC</li> <li>• To take account of how forecasting demand for ASC is used in service planning</li> <li>• To learn about the services in place</li> <li>• To identify best practice from other places</li> </ul>	<p>This is already underway through a specific piece of work commissioned by and led by Directors.</p> <p>It would be appropriate for Scrutiny to receive the findings of the work and use this to inform future work on changes to services, joint working</p>

Proposed Topic	Objectives	Suggested approach
	<p>across the Country</p> <ul style="list-style-type: none"> <li>To make evidence based recommendations</li> </ul>	<p>with health, and specific services such as the Integrated Care Service (ICS).</p>
Planning Performance	<ul style="list-style-type: none"> <li>To understand what the pressures have been on Development Management (Planning and Development Control)</li> <li>To understand what actions have been taken to manage the pressures, and what the impact of those actions have been</li> <li>To consider any unforeseen consequences of the action taken</li> <li>To consider performance measures such as activity and speed of resolution, and feedback from customers of the service including comments, compliments and complaints</li> <li>To make recommendations based on the evidence</li> </ul>	<p>Joint Task and Finish Group Performance Management Scrutiny Committee and Enterprise and Growth Scrutiny Committee</p>
IT – awaiting completion and publication of the IT Strategy	<ul style="list-style-type: none"> <li>To understand how the IT Strategy will support the Council to deliver services differently in the future</li> </ul>	
The Council’s Corporate Strategy/Plan 2016 on ...	<ul style="list-style-type: none"> <li>To understand the direction set by new Corporate Strategy/ Plan</li> <li>To understand the linkages between the core Corporate strategies and plans of the Council to set the direction for the coming years</li> <li>To identify specific measures or information required by Scrutiny to understand whether the Strategy/Plan is being i. implemented</li> </ul>	<p>To consider the document in Committee and identify any specific areas to focus on in more detail and/or explore against the Financial Strategy.</p>

Proposed Topic	Objectives	Suggested approach
	<p>and ii. having the expected impact</p> <ul style="list-style-type: none"> <li>• To identify any specific areas of focus for the Scrutiny Work Programme based on the direction set by the Corporate Strategy/Plan.</li> </ul>	
Big Conversation Phase 1 – Final Report	<ul style="list-style-type: none"> <li>• To understand the key messages within the Final Report</li> <li>• To contribute to the identification of appropriate approaches and role for Scrutiny to contribute to addressing specific points emerging the from first phase of the Big Conversation</li> <li>• To identify any measures or information that can be used to understand whether actions have been taken the impact they have had.</li> </ul>	To consider the report in Committee and identify any specific areas to focus on in more detail through specific Scrutiny activity.