



Committee and Date

Cabinet
6th July 2022

Item

Public

Performance Monitoring Report Quarter 4 2021/22

**Responsible
Officer**

James Walton

e-mail: james.walton@shropshire.gov.uk Tel: 01743 258915

1. Synopsis

The Q4 performance report, shows progress against outcomes within the Corporate Plan: A Healthy Environment, A Good Place to do Business, Sustainable Places and Communities, More People with a Suitable Home, Embrace our Rurality, Care for those in Need at any Age and Your Council.

2. Executive Summary

- 2.1. Appendix 1 reports those measures where new data are available.
- 2.2. The performance portal provides performance comments and trend information - <https://shropshireperformance.inphase.com/>
- 2.3. 24 measures and two milestones have been updated in the performance portal for this quarter.

9 measures show an improvement in performance
7 measures remain at the same level
5 measures show a decline
2 measures are not appropriate to report direction of travel – e.g. seasonal variance or cumulative measures

3. Recommendations

- 3.1 Consider and endorse, with appropriate comment, the performance to date

REPORT

4. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Impact on Children and Vulnerable Adults, Risk Management, Human Rights, Equalities, Community and other Consultation)

- 4.1. Poor performance could have implications for the county, potentially harming the environment, infrastructure, businesses or people who are supported by Council services. 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.
- 4.2. Effective monitoring and follow-up against key measures of success provides the opportunity to manage risks and ensure that desirable outcomes are achieved.
- 4.3. The development of the corporate plan (Shropshire plan) will include an emerging range of deliverables, measures and targets to further manage potential risks and exploit new opportunities.

5. Financial Implications

- 5.1. This report does not have any direct financial implications. It presents performance information from which financial risks may occur. These risks are managed by accountable officers and senior managers within the relevant service area and reported in the quarterly financial reports. Information in this report should be used to support decision making and to inform actions or interventions for improving service performance and managing financial risks.

6. Climate Change Appraisal

- 6.1. This report does not have any direct climate change implications and instead presents information from which climate and environmental considerations can be made. These risks are managed by accountable officers and senior managers within the relevant service area. Some direct measures, for example solar energy generation and carbon savings by the Council, are reported within the performance portal.
- 6.2. The Performance Management Framework is currently in development. This will support the delivery of the Shropshire Plan which has now been approved by Council. This emerging framework

will contain new measures to more effectively reflect the ambitions of the climate action plan.

- 6.3. Information in this report should be used to support decision making and to inform actions or interventions for improving service performance and managing climate risks.

7. Background

- 7.1. This quarterly corporate report continues the transition to new styles of performance reporting. The development of the new Shropshire plan will include a more relevant range of deliverables, measures and targets.
- 7.2. Appendix 1 reports those measures where new data are available. Targets are generally not available at this point and will be added iteratively over the year.
- 7.3. Each of the seven outcome areas contains a number of sub-outcomes with a range of associated performance measures or milestones. The frequency of the availability of the data varies from monthly and quarterly updates to annual updates.

8. Additional Information

8.1. Children's Services

During quarter 4 the Children's Service was subject to an inspection by Ofsted. The high-level findings were:

Inspection dates: 7 to 11 February 2022
Lead inspector: John Roughton, Her Majesty's Inspector

Judgement	Grade
The impact of leaders on social work practice with children and families	Good
The experiences and progress of children who need help and protection	Requires improvement to be good
The experiences and progress of children in care and care leavers	Good
Overall effectiveness	Good

The overall rating of the inspection was Good. The report highlighted a number of strengths in the quality of social work practice and this provides us with confidence of the quality of our

services. There were several recommendations for improvement especially in relation to the Public Law Outline (pre-court proceedings) for which there is an action plan in place to track progress, as well as areas for improvement in working with partners in particular the police and health colleagues.

A copy of the full report can be found at:

[50180006 \(ofsted.gov.uk\)](https://www.ofsted.gov.uk)

A development plan is in progress of being agreed and will be submitted to OFSTED and Cabinet at the beginning of July 2022.

8.2. Adult Services

Performance for measures within the Adult Services Outcomes framework (ASCOF) for 2021/22 have shown a considerable overall improvement compared to 2020/21 with many of the targets being exceeded.

Areas of particular note are:

The rate of people with a Learning Disability who are in paid employment has increased. Focussed work with Enable has seen a welcome improvement in the rate which is now higher than the latest available comparator rates.

The rate of people with a learning disability (18-64) living within their own home or with family has seen a continued improvement for four years. The rate is now 87% which is substantially higher than the latest available comparator rate.

Where possible the service supports people to live in their own home. This helps people to retain their independence in familiar surroundings and benefits the quality of life. During 2021/22 fewer people were admitted to long-term nursing or residential homes.

A full update of annual performance is due to be reported in the quarter 3 report (Feb 2023) after the release of the 2021/22 national comparator data late this year.

9. Conclusions

9.1. Performance for Quarter 4 of 2021/22 follows a challenging year of lockdowns and emergency responses to support residents and businesses during the covid crisis.

9.2. Despite these challenges there continues to be many areas of good performance

- The Children’s Service has been rated as good in its latest inspection by Ofsted.
- Cultural and leisure facilities have continued their recovery. Visitor numbers are slowly recovering albeit from a low-level following lockdown.

9.3. There are also challenges or concerns with service areas including:

- Whilst some areas of Children’s services have performed well against comparator groups the demand on services for Looked After Children continues to be an area of focus.

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

Cabinet Member (Portfolio Holder) Cllr Rob Gittins

Local Member

Appendices

Appendix 1 – Corporate Performance Report

See also – Public performance portal

<https://shropshireperformance.inphase.com/>