

By: Roger Gough, Cabinet Member for Business Strategy & Support
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To: Adult Social Services and Public Health POSC – 7 July 2011

Subject: **KCC's Performance Management Framework - Delivering Bold Steps**

Classification: Unrestricted

SUMMARY

We are currently developing the performance framework for delivering 'Bold Steps for Kent' which will go to County Council for approval on 21 July.

This report sets out the steps being taken to finalise the performance framework.

FOR COMMENT

1. Introduction

- 1.1 As part of the development of the performance framework for delivering 'Bold Steps for Kent' two workshops were held for Policy Overview & Scrutiny Committee (POSC) Members during May.
- 1.2 We have used the feedback from the workshops to help develop an early draft of the performance framework, and are now seeking feedback on this from all POSC members at their meetings in June/July before seeking approval to the final performance framework by County Council on 21 July.
- 1.3 **This paper attaches the latest iteration of the framework which is still draft and requires further development ahead of County Council in July.** It also sets out the steps being taken to develop and finalise the performance framework.

2. POSC Workshops

- 2.1 We held two structured workshops with POSC members during May to help develop the performance framework for 'Bold Steps for Kent' by seeking their views on the following areas for each of the 17 strategic priorities set out in 'Delivering Bold Steps':
 - The success factors i.e. what we will have needed to deliver by March 2015
 - The key milestones
 - How we will measure performance. This is not just about quantitative PI data but should also include the use of qualitative data as well as

formal evaluation of the outcomes delivered towards the end of the four year term of 'Bold Steps' for some key projects.

- 2.2 A copy of 'Delivering Bold Steps' was circulated to all POSC members in advance of the workshops. Members were offered a choice of two dates to attend and were invited to come to one of them. The events were well attended with around 15 members at each plus two different Cabinet Members on both days.
- 2.3 The purpose of the workshop was made clear at the start of each one. The workshops were structured to allow members to choose two themes out of the four and to spend at least 45 minutes at each round table discussing the priorities in those themes.
- 2.4 Two officers were at each round table to help facilitate discussion and to be able to provide some background knowledge on the priorities being discussed on the table.
- 2.5 There was some useful feedback. Much of this related to the boxes entitled 'By 2014/15 we will have delivered'. Some was also provided on the key milestones and measures. A copy of the feedback from the two workshops has already been sent to POSC members.

3. Next Steps

- 3.1 We are using the feedback from the two POSC workshops to help finalise both the milestones and measures for each of the 17 strategic priorities and the current iteration is attached for comment by members. Whilst Cabinet and the Corporate Management Team have inputted into earlier iterations of the milestones and performance measures, they have yet to endorse or approve the latest draft attached at Appendix 1. We are doing more work to refine this list with Cabinet Members as well as alongside officers in directorates to ensure the data is robust and collectable. However, we are keen to receive POSC members' views on the draft list of measures and milestones attached.
- 3.2 Members will have noted Adult Social Care issues in the media recently in regard to Southern Cross and the 'Panorama' investigation into abuse at a learning disabled residential home. The Minister responsible, Paul Burstow MP, has made a number of statements reminding local authorities that they have a duty to ensure social care standards and that there is likely to be a significant increase in the level of external inspection of social care provision as a result. The Cabinet Member for Adult Social Care and Public Health (Mr Gibbens) is keen to reflect this within Delivering Bold Steps and to develop an appropriate milestone and measure around this issue. Moreover, he also feels it will be necessary to broaden the priority regarding to 'helping the most vulnerable young people' to ensure vulnerable adults are also included. Although still in discussion, specific reflection in the measures and milestones against Learning Disability and Children and Adult Mental Health Services (CAMHS) are being suggested for the next iteration of the document.

- 3.3 Once the measures and milestones have been finalised they will then go to County Council for approval in July. Consideration of the comments made by POSC members on the boxes called 'By 2014/15 we will have delivered' is still in progress. On the whole members were in broad agreement with what was stated but they offered views on some of the specific nature of some of the words as well as views on what else they would like to see included.
- 3.4 The sections 'By 2014/15 we will have delivered' will now be subject to consideration by Cabinet Members and will result in some revised wording. This will be added to the milestones and measures and then the whole 'Delivering Bold Steps' document will be presented to County Council for approval on 21 July.

4. Recommendations

- 4.1 For Members to COMMENT on the draft milestones and measures of success and to NOTE the next steps as set out in section 3, above.

Appendices

Appendix 1: Delivering Bold Steps – Milestones and Indicators –
Draft for discussion with POSC members.

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