

From: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health
Jenny Whittle, Cabinet Member for Specialist Children's Services
Andrew Ireland, Corporate Director for Families and Social Care

To: Social Care & Public Health Cabinet Committee

Date: 4 October 2013

Subject: **Families and Social Care Performance Dashboards**

Classification: Unrestricted

Summary: The Families & Social Care performance dashboards provide members with progress against targets set for key performance and activity indicators for:

- Adult Social Care
- Specialist Children's Services

Recommendation: Members are asked to note the Families & Social Care performance dashboards

Introduction

1. Appendix 2 Part 4 of the Kent County Council Constitution states that:

“Cabinet Committees shall review the performance of the functions of the Council that fall within the remit of the Cabinet Committee in relation to its policy objectives, performance targets and the customer experience.”

2. To this end, each Cabinet Committee receives performance dashboards.

Adults' Performance Report

3. The main element of the Performance Report can be found at Appendix A, which is the Adults Social Care dashboard which includes latest available results for the key performance and activity indicators

4. The Adult Social Care dashboard is a subset of the detailed monthly performance report that is used at team, DivMT and DMT level. The indicators included are based on key priorities for the Directorate, as outlined in the business plans, and include operational data that is regularly used within Directorate. The dashboard will evolve for Adults Social Care as the transformation programme is shaped.

5. Cabinet Committees have a role to review the selection of indicators included in dashboards, improving the focus on strategic issues and qualitative outcomes, and this will be a key element for reviewing the dashboard

Children's Performance Report

6. The dashboard for Specialist Children's Services (SCS) is attached as **Appendix B**.
7. The SCS performance dashboard includes latest available results, and year out-turn for 2013/14 for the key performance and activity indicators.
8. The indicators included are based on key priorities for Specialist Children's Services, as outlined in the business plans, and includes operational data that is regularly used within Directorate. Cabinet Committees have a role to review the selection of indicators included in dashboards, improving the focus on strategic issues and qualitative outcomes.
9. Where frequent data is available for indicators the results in the dashboard are shown either with the latest available month and a year to date figure, or where appropriate as a rolling 12 month figure.
10. Members are asked to note that the SCS dashboard is used within the FSC Directorate to support the Improvement Plan.

Performance dashboard

11. With both the Adults' and the Children's reports, a subset of these indicators are used within the quarterly performance report, which is submitted to Cabinet.
12. As an outcome of this report, members may make reports and recommendations to the Leader, Cabinet Members, the Cabinet or officers.
13. Performance results are assigned an alert on the following basis:

Green: Current target achieved or exceeded

Red: Performance is below a pre-defined minimum standard

Amber: Performance is below current target but above minimum standard.

Recommendations

14. Members are asked to:
REVIEW the Families & Social Care performance dashboards.

Background documents: none

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