

From: Roger Gough, Cabinet Member for Children, Young People and Education
Matt Dunkley, CBE, Corporate Director of Children, Young People and Education

To: Children's, Young People and Education Cabinet Committee – 25 September 2018

Subject: Children's Services Dataset Review

Classification: Unrestricted

Past Pathway of Paper: None

Future Pathway of Paper: N/A

Electoral Division: All

Summary:

Members of Children's, Young People and Education (CYPE) Cabinet Committee requested at the CYPE agenda setting meeting that officers in the Directorate work with Members to undertake a review of the current performance and data monitoring reporting across Children's Services.

Members have requested involvement, input and oversight, to help create a concise scorecard, featuring the service's core Key Performance Indicators (KPIs) and relevant population data as context for these.

This scorecard will be circulated to Members, with the aim of them having a clear and meaningful overview of demand and performance within Kent's Children's Services.

Recommendation(s):

The Children's, Young People and Education Cabinet Committee is asked to **AGREE** the Terms of Reference and format of this review, including the membership of the Children's Services Dataset Review Group.

1. Introduction

- 1.1. Kent County Council (KCC)'s new Integrated Children's Service is comprised of Children's Social Work Services (CSWS) and Early Help and Preventative Services (EHPS). These services have an established and robust quality and performance monitoring process across all service areas, including individual frameworks, which comprise key data and performance reports, at both Kent and local levels.
- 1.2. A new Assurance and quality review panel has been set up by Cllr Roger Gough, Cabinet Member for Children, Young People and Education, to consider and review data and performance across the Children, Young People and

Education portfolio.

- 1.3. At the most recent CYPE Cabinet Committee agenda setting meeting Members requested a review of the datasets across Children's Services in order to help bring together the core elements of population, demand and performance monitoring into one easy to read Cabinet Committee report. This report would give Members an improved level of oversight of these services and inform discussions within CYPE Cabinet Committee and other forums.
- 1.4. The CYPE directorate already regularly present data to the Cabinet Committee, the current scorecard pulls together key indicators from across all services, however, Members have requested that this data is presented in a more accessible format.
- 1.5. It is believed that a review of indicators used to monitor Integrated Children's Services would provide the opportunity to ensure that this scorecard offers the right level of information across the new Integrated Children's Services directorate.
- 1.6. A revised data set would continue to be aligned to the Quarterly Performance Report, which already currently reports KCC-wide performance to Members.
- 1.7. A review of the current data arrangements would give Members the opportunity to ensure that they received data and performance reports that accurately reflect and report on the impact of the integration of services.

2. Proposed Terms of Reference of the review

- 2.1. The revised data set would continue to be aligned to the quarterly performance report which currently reports KCC wide performance to Members.
- 2.2. Data would show the journey and impact of services on children and young people.
- 2.3. Data would be drawn from existing KCC systems and data sets
- 2.4. Data would be presented at a county, area and district wide level with a brief narrative to demonstrate trends, progress and areas for development.
- 2.5. Any changes to the data set would include the ways in which that data is represented to Members and partners and ensure that the systems involved are properly aligned and can provide the right data to meet the needs of the service.

3. Co-dependency's

- 3.1. Changes at the Front Door which are due to come into effect on 1st October 2018 will have a significant impact on the reporting of demand coming into the service and will need to be included in future changes to performance and data monitoring.

- 3.2. The Front Door should therefore be the first key area of data integration as the new business process will enable a new suite of activity and demand information, which will be developed once the Front Door goes live and the system starts to record contacts, referrals and destination in a new way.
- 3.3. As a result the proposed review should wait until these processes are embedded or focus solely on performance and data monitoring that is already established within Children's Services, selecting those that give a clear understanding of demand and activity within the services and the journey of the child.
- 3.4. Officers will continue to advise Members on the changes already taking place within the Services (e.g. changes at the Front Door) and how these are likely to impact on future reporting of specific KPIs. Members and officers will be able to agree on aspirational KPIs, when the systems and infrastructure are in place to report on these with accuracy.
- 3.5. The review will propose a revised CYPE scorecard report for Members that will meet their needs for CYPE cabinet committee and other forums and will replace the current CYPE scorecard presented to cabinet committee.

4. Children's Services Dataset Review Group – Membership and Timescales

- 4.1. It is proposed that the Children's Services Dataset Review Group includes the following membership from Political parties:
 - 3 Conservative Party Members
 - 1 Liberal Democrat Party Member
 - 1 Labour Party Member
- 4.2. The Review Group will be supported by the Director of Integrated Children's Services (West Kent and EHPS Lead), the Head of Information and Intelligence, and the two operational Management Information managers in CYPE (Performance and Information Manager and Management Information Service Manager).
- 4.3. It is proposed that three meetings of the Review Group will be held between now and the end of December 2018, as per the following outline:
 - i. October 2018: To align with the changes at the front door and review the current performance reports within Children's Services. To identify the core set of KPIs that Members find most useful.
 - ii. November 2018: To present the first draft of the new report to Members, for further comment. Agree any changes for officers to take forward. Discuss and agree any aspirational KPIs to be included in future reporting, when systems and infrastructure is in place to do so.
 - iii. December 2018: To present the second draft of the new report to Members. Agree the final version, noting any final changes to take place. Agree on a progress report to CYPE Cabinet Committee on 11th January 2019, including the presentation of the final version of the new

performance report.

5. Recommendations

- 5.1. CYPE Cabinet Committee is asked to agree the following recommendations, for officers to take the review of Children's Services datasets forward:
- i. The scope of the Review includes the identification of core KPIs within the current reporting framework in Children's Services. KPIs that may change or new KPIs as a result of other developments within the services will be identified and built in as aspirational KPIs for future reporting.
 - ii. The Children's Services Dataset Review Group includes the following membership from Political parties:
 - o 3 Conservative Party Members
 - o 1 Liberal Democrat Party Member
 - o 1 Labour Party Member
 - iii. Three meetings of the Children's Services Dataset Review Group will be held before the end of 2018, i.e. October, November and December.
 - iv. CYPE Cabinet Committee will receive a progress report at the meeting scheduled for the 11th January 2019, including the presentation of the final version of the new performance report.

Recommendation(s):

The Children's, Young People and Education Cabinet Committee is asked to **AGREE** the proposed scope and format of this review, including the membership of the Children's Services Dataset Review Group.

Report Authors

Stuart Collins
Job title: Director of Integrated Children's Services (West Kent and EHPS Lead)
Telephone number: 03000 410519
Email address: stuart.collins@kent.gov.uk

Relevant Directors

Stuart Collins
Job title: Director of Integrated Children's Services (West Kent and EHPS Lead)
Telephone number: 03000 410519
Email address: stuart.collins@kent.gov.uk

Sarah Hammond
Job title: Director of Integrated Children's Services (East Kent and CSWS Lead)
Telephone number: 03000 411488
Email address: sarah.hammond@kent.gov.uk