

Report Title:	2020/21 Q2 Performance Report	www.rbwm.gov.uk  Royal Borough of Windsor & Maidenhead
Contains Confidential or Exempt Information?	No - Part I	
Meeting and Date:	Adults, Children and Health Overview and Scrutiny Panel, 21 January 2021	
Responsible Officer(s):	Hilary Hall, Director of Adults, Health and Commissioning and Kevin McDaniel, Director of Children's Services	
Wards affected:	All	

REPORT SUMMARY

1. The Council Plan 2017-21 and associated strategic priorities remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic had significantly altered the context in which the council is currently operating.
2. The Interim Council Strategy clarifies the three revised priorities to which the council is responding. The Q2 Performance Report for Adults, Children and Health Overview and Scrutiny Panel has therefore been refocused to provide insights into the Interim Council Strategy's delivery as fully as possible, see Appendix A. Performance of measures previously reported to the Panel are included on the basis that these measures provide insights into current service delivery, and remain important for future trend visibility.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That the Adults, Children and Health Overview and Scrutiny Panel notes the report and:

- i) **Notes the 2020/21 Adults, Children and Health Overview and Scrutiny Panel Q2 Performance Report in Appendix A.**
- ii) **Requests the Lead Member, Directors and Heads of Service to maintain focus on performance.**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Accept the recommendations in this report. This is the recommended option	This will allow continuing insight into the delivery of the council's agreed priorities in order to aid decision-making and maintain focus on continuous improvement.
Reject the recommendations in the report.	The failure to use relevant performance information to

Option	Comments
	understand delivery against the council's agreed priorities impedes the council's ability to make informed decisions and seek continuous improvement.

- 2.1 The Council Plan 2017-21 remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic has significantly altered the context in which the council is currently operating. The Interim Council Strategy clarifies the three revised priorities to which the council is responding, acknowledging that any instances where previous objectives can still be delivered without affecting delivery of interim objectives is a good thing and will be supported.
- 2.2 Performance reports for Q2 2020/21 onwards have therefore been refocused to provide insights into the Interim Council Strategy's three priorities and how they are progressing. Performance of measures previously reported to the Adults, Children and Health OSP are also included in order to continue to provide insights into current service delivery and maintain visibility of future trends.
- 2.3 Appendix A sets out the Q2 Performance Report. It details the council's immediate response to the first wave of the Covid-19 pandemic, particularly in terms of the community response. It also demonstrates the development of major workstreams such as the Transformation Strategy and Climate Strategy alongside the requirement to step services back up and make necessary adaptations in order to be Covid-secure. Adaptations have been made across a number of services, including library and resident services with the introduction of "click and collect" and "click and deliver" offers.
- 2.4 Whilst much has been achieved in the first six months of the year, the impact of Covid on the community and the economy has been felt in a number of areas of the council's operations and this is reflected in the key performance indicators included in Appendix A. Examples include: the resilience of families was significantly tested during the Covid restrictions which has led to an increase in referrals to children's social care; our care leavers' ability to secure employment was impacted by businesses' closure, and the diversion of resources to the Covid-19 response has impacted the review of care packages.
- 2.5 Table 2 summarises the position of all reported key performance indicators as at the close of Q2 and shows that the majority of indicators are on or near target. Appendix A sets out performance trends and related commentary for each indicator, acknowledging where the pandemic has impacted performance.

Table 2: Summary KPI Q2 position

Q2 RAG	Total	Measure
Green (Succeeding or achieved)	9	Percentage of borough schools rated by Ofsted as Good/Outstanding
		Percentage of EHCP assessments completed within 20wks (including exceptions)
		Percentage of eligible children receiving a 6-8wk review within 8wks

		Percentage of successful treatment completions (alcohol)
		Percentage of successful treatment completions (non-opiates)
		Percentage of successful treatment completions (opiates)
		No. permanent admissions to care for those aged 65+ yrs
		Percentage of carers assessed or reviewed in the last 12mths
		Percentage safeguarding service-user satisfaction
Amber (Near target)	2	Percentage of long-term cases reviewed in the last 12mths
		Percentage of rehabilitation clients still at home after 91 days
Red (Needs improvement)	3	Percentage of care-leavers in education, training and employment (19-21yr olds)
		Percentage of children subject to a Child Protection Plan for 2+yrs on ceasing
		Percentage of re-referrals to Children's Social Care within 12mths
Total	14	

3. KEY IMPLICATIONS

3.1 The key implications of this report are set out in table 3.

Table 3: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
The council is on target to deliver its strategic priorities	< 100% priorities on target	100% priorities on target			30 September 2020

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 There are no direct financial implications arising from the recommendations.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications arising from the recommendations.

6. RISK MANAGEMENT

6.1 The risks and their control are set out in table 4.

Table 4: Impact of risk and mitigation

Risks	Uncontrolled risk	Controls	Controlled risk
Poor performance management practices resulting in lack of progress towards the council's agreed strategic priorities and objectives.	HIGH	Robust performance management within services to embed a performance management culture and effective and timely reporting.	LOW

7. POTENTIAL IMPACTS

- 7.1 There are no Equality Impact Assessments or Data Protection Impact Assessments required for this report. There are no climate change or data protection impacts as a result of this report.

8. CONSULTATION

- 8.1 Performance against the strategic priorities is regularly reported to the council's four Overview and Scrutiny Panels. Comments from the Panels are reported to Lead Members and Heads of Service as part of an ongoing performance dialogue.

9. TIMETABLE FOR IMPLEMENTATION

- 9.1 The full implementation stages are set out in table 5.

Table 5: Implementation timetable

Date	Details
Ongoing	Comments from the Panel will be reviewed by Lead Members and Heads of Service.

10. APPENDICES

- 10.1 This report is supported by one appendix:
- Appendix A: Adults, Children and Health Overview and Scrutiny Panel Q2 Performance Report.

11. BACKGROUND DOCUMENTS

- 11.1 This report is supported by two background documents:
- Interim Council Strategy 2020/21:
<https://rbwm.moderngov.co.uk/ieListDocuments.aspx?CIId=132&MIId=7763&Ver=4>

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Hilary Hall	Director of Adults, Health and Commissioning	08/12/2020	17/12/20
Kevin McDaniel	Director of Children's Services	08/12/2020	18/12/20

REPORT HISTORY

Decision type: Non-key decision	Urgency item? No	To Follow item? No
Report Author: Rachel Kinniburgh, Strategy and Performance Team Leader, 01628 796370		