

**REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE ON
14 APRIL 2010**

**SUBJECT: CHILDREN & FAMILIES PERFORMANCE REPORT, THIRD
QUARTER, OCTOBER - DECEMBER 2009**

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 The Committee is invited to scrutinise and note the Performance Indicators for the Children and Families Service for the quarter, 1 October to 31 December 2009, as detailed in **APPENDIX 1** to the report.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the exercise of the function of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

2. RECOMMENDATION

- 2.1 It is recommended that the Committee scrutinise and note the performance indicator contained within APPENDIX 1.**

3. BACKGROUND

- 3.1 A review of Service Outcomes and Service Standards indicators was undertaken in quarter one of 2009-10 in which the new Performance Management Framework was developed.

4. PERFORMANCE SUMMARY

- 4.1 Children and Families Service performance is presented across four areas of activity and involves eleven Service Outcome indicators. One of the eleven Service Outcome indicators has failed to be achieved during quarter three. Details of the Service Outcome indicator which requires attention are provided below.
- 4.2 Community Support Services
Indicator CSCF019 – 'Children and young people, report that their views, wishes and intentions have been effectively presented to the appropriate forum'.
The service user questionnaire which will generate this data needs to be incorporated in a broader service user questionnaire for use at the conclusion of reviews. This has taken longer to complete than anticipated, as a result of which we have no data yet.

5. SUMMARY OF IMPLICATIONS

(a) Single Outcome Agreement/Service Improvement Plan

This report is in line with National Outcome 8 – We have improved the life chances for children, young people and families at risk.

(b) Policy and Legal

This report covers the Children & Families reporting requirements for Children & Young People's Service Committee.

(c) Resources (Financial, Risks, Staffing and Property)

None.

(d) Consultations

Consultation has taken place with the Head of Children & Families and the Performance & Strategy Manager who are in agreement with the information set out in **APPENDIX 1**.

6. CONCLUSION

- 6.1 That the Committee scrutinise the performance indicator presented for the Children & Families Service.












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CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE REPORT

QUARTER 3



Report Author: Gavin McClafferty
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Community Support Services

Cat	Service Outcome/Statement	Code & Name	Target	2007 /08	2008 /09	2009 /10	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	Q1 2009 /10	Q2 2009 /10	Q3 2009/ 10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value	Value		
SO	Effectiveness of the Children's Rights Service in supporting children's participation in the making of decisions affecting their lives and circumstances.	CSCF019 Children and young people, report that their views, wishes and intentions have been effectively presented to the appropriate forum	90%								N/A	N/A	The service user questionnaire which will generate this data needs to be incorporated in a broader service user questionnaire for use at the conclusion of Reviews. This has taken longer to complete than anticipated, as a result of which we have no data yet.	