

**CHAIRMAN'S REPORT TO AUDIT AND PERFORMANCE REVIEW  
COMMITTEE ON SERVICE PERFORMANCE– 6 FEBRUARY 2008**

**Children, Families & Criminal Justice**

**1. Overall summary of performance**

- 1.1 This report covers key performance indicators for the Children, Families and Criminal Justice services and covers the third quarter reporting period between 1 October 2007 and 31 December 2007.
- 1.2 The service's performance is presented across 5 areas of activity and involve forty-one indicators. At this stage in the year 19 are regarded as performing well, 21 require close monitoring, none require action if the target is to be met.
- 1.3 For the majority of indicators, the service committee has not yet set improvement targets. Recommendations will be considered at the committee meeting in February. Where targets have not been set amber coding has been used.

| <b>Service</b>             | <b>No. of Indicators</b> | <b>Green Performing Well</b> | <b>Amber Close monitoring</b> | <b>Red Action Required</b> | <b>Annual PI's</b> |
|----------------------------|--------------------------|------------------------------|-------------------------------|----------------------------|--------------------|
| Casework Services          | 16                       | 5                            | 11                            |                            |                    |
| Care Placement Services    | 9                        | 6                            | 3                             |                            |                    |
| Community Support Services | 11                       | 6                            | 5                             |                            |                    |
| Social Work Training       | 2                        | 1                            | 1                             |                            |                    |
| Criminal Justice           | 3                        | 1                            | 1                             |                            | 1                  |
| <b>Total</b>               | <b>41</b>                | <b>19<br/>(46%)</b>          | <b>21<br/>(50%)</b>           | <b>(%)</b>                 | <b>1<br/>(3%)</b>  |

**2. Areas of good performance**

**2.1 Care Placement Services**

Indicator 3 – '% of young people showing progress at review.

This indicator measures the proportion of those children and young people in residential care whose statutory reviews this quarter showed evidence of progress against case objectives.

Although the degree of progress varies, all of those reviewed during this quarter showed some progress.

- 2.2 Indicator 3 - ‘% of young people in foster placements showing progress at review’.  
This indicator measures the proportion of those children and young people in foster care whose statutory reviews this quarter showed evidence of progress against case objectives.  
The service is taking new carers through to approval at a rate sufficient to secure a net increase in availability and choice of placements for children. All the children and young people whose reviews took place within this quarter showed evidence of progress against case objectives. The recently published report from the Social Work Inspection Agency included as a good practice example an instance in which a “level 4” foster placement was meeting the needs of a young person previously excluded by a specialist, out-of-area resource.
- 2.3 Indicator 5.a – ‘No: of out-of area placements (by type).’  
This indicator tracks the number of out-of-area placements and measures the proportion of those children and young people in such placements whose statutory reviews this quarter showed evidence of progress against case objectives.  
The indicator shows that we are continuing to keep the number of these placements low when compared with benchmarking authorities, but that for those young people in such placements whose cases were reviewed there was evidence of progress against case objectives.
- 2.4 Casework Services  
Indicator 8.a – ‘% of eligible care leavers with a Pathway Plan within three months of leaving the care of local authority.’  
This indicator measures the proportion of eligible care leavers with a Pathway Plan within the prescribed timescale.  
The indicator shows the continued good performance of the service in this area. The recently published report from the Social Work Inspection Agency included as a good practice example the weekly drop-in service where young people can access staff support and which contributes to young people maintaining contact with the service into their twenties. The report also comments favourably on the use by the service of national standards to self-evaluate and improve service quality.
- 2.5 Indicator 6 – ‘% service users showing evidence of progress at review.’  
This indicator measures the proportion of children and young people whose care or protection plans were reviewed during the quarter for whom there was evidence of progress against case objectives. The annual sample size to date is 144 cases.  
The sample of cases analysed includes the most vulnerable and needy children and young people to whom a service is provided. The proportion showing evidence of progress, under these circumstances, is very positive.  
The recently published report from the Social Work Inspection Agency included as a good practice example the systems we were introducing to measure the impact of services, developed from our experience of the REALIST Evaluation of Youth Justice Services.

- 2.6 Indicator 7.a.j. – ‘% reduction in the rate of re-offending by persistent offenders 6 months after intervention.’  
This indicator measures the reduction in the rate of reported offending by young people during the six months following their involvement with the service.  
These indicators continue to show success by the service. The improvement evident for the period following intervention is quite exceptional.
- 2.7 Community Support Services  
Indicator 1.a – ‘No: of children & young people referred’.  
This indicator measures the rate of demand for the service and the extent to which the service is meeting demand.  
The recently published report from the Social Work Inspection Agency included as a good practice example the “communication toolbox” developed by the Children’s Rights Officer to enable staff to communicate effectively with children for whom this was a challenge.
- 2.8 Indicator 2.b – ‘% of positive outcomes on closure or review.’  
This indicator measures the proportion of those children and young people using this service whose statutory reviews this quarter showed evidence of progress against case objectives.  
The indicator shows continued effectiveness in work with vulnerable young children and their parents.
- 2.9 Indicator 7.a – ‘No: of children and young people accessing the service.’  
The indicator measures the numbers of young carers accessing various aspects of the service.  
The recently published report from the Social Work Inspection Agency included as a good practice example the engagement of a service user in the organisation’s governance and commented favourably on the positive feedback from service users on the service they received.
- 2.10 Indicator 7.b – ‘% of children and young people with a carer’s assessment and support plan’.  
The indicator measures the numbers of young carers accessing various aspects of the service.  
Moray Carers have been unable to provide data for quarter three. Believing this is to be commercially sensitive information relevant to any tendering for carers services later in the year. Officers from Moray Council will be seeking early discussion to resolve this for future reporting purposes.

2.11 Criminal Justice

Indicator 3 – ‘Monitor the effectiveness of the implementation of all Drug Treatment and Testing Orders in accordance with the terms of the Order’.

There are currently no individuals within Moray that require a drug treatment and testing order.

**3.0 Areas of performance identified for improvement and how this will be achieved**

3.1 There are currently no red indicators which require attention.

**4.0 Conclusion**

4.1 The report for this quarter shows that arrangements to measure the progress being made by service users and the positive impact of services are bedding in. There is work to be completed to improve the focus of a few performance indicators and to set annual improvement targets.

4.2 The February meeting of the Education and Social Work Services Committee will consider recommendations for appropriate improvement targets and decide what targets should apply.

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Background Papers: Held by Author

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