

Report to:	Performance Scrutiny Committee
Date of Meeting:	16th April 2015
Lead Member/Officer:	Lead Member for Modernisation Head of Business Improvement & Modernisation
Report Author:	Strategic Planning Officer
Title:	Local Authority Service Performance Report 2013/14

1. What is the report about?

- 1.1 The Local Authority Service Performance Report 2013/2014 (Appendix 1, published February 2015) is an annual publication which brings together performance of key Local Authority services in Wales.
- 1.2 It draws upon existing sources of information to highlight and add context to performance variation throughout Wales and sets out what citizens can expect from key local authority services.
- 1.3 The service areas included in the report are Social Care, Education, Leisure and Culture, Housing, Environment, Transport, Community Safety and Wellbeing.

2. What is the reason for making this report?

- 2.1 To consider the national report on local authorities' performance and Denbighshire's performance in relation to other local authorities 2013/14.

3. What are the Recommendations?

- 3.1 It is recommended that the Committee use this report for the:

Identification of specific service areas or areas of work which would benefit from detailed scrutiny to improve outcomes for citizens and the Council's overall performance and facilitate delivery of the Corporate Plan.

4. Report details

- 4.1 We monitor our performance regularly, take half-yearly reports to Scrutiny and Cabinet meetings and produce an Annual Performance Report to evaluate progress.
- 4.2 It is realised that the published report is in relation to all Local Authority Service Performance and relates historically to 2013/2014. It draws upon the Welsh Government National Strategic Indicators and the Programme for

Government indicators and other official statistical sources as suggested by policy and statistical specialists.

- 4.3 Taking into account this historic position we have provided as Appendix 2 Denbighshire's comparative position regarding the National Strategic Indicators (NSIs) for 2013/14.
- 4.4 In 2013/14 Denbighshire maintained its position as the best performing council in Wales for a fourth year, as having the most indicators within the top quartile, according to the Welsh Government's National Strategic Indicators:
- Of the 30 National Strategic Indicators, 16 were positioned in the top quartile
 - Above the median, our position has slipped slightly, now ranking second in Wales
 - We have seen improvement in 19 indicators
 - We performed among the best in Wales in 6 indicators, sharing the top ranking with other local authorities.
 - We were Best in Wales for the percentage of children looked after who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements (8.1% in 2013/14), and; the percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled (63.21% in 2013/14).
- 4.5 We have also provided the Committee (where quarterly information is applicable) the current position as at the end of Quarter 3 (end December 2014) to ensure the Committee is able to consider our most current position with regard to these indicators.
- 4.6 This will enable the Committee to have an understanding of the current performance relating to our comparative position and also to consider any areas of weak performance for scrutiny in readiness for 2015/16.
- 4.7 The movement in quartiles 2012/13 – 2013/14 and current Quarter 3 data shows us that:
- 4.7.1 In the percentage of looked after children experiencing 3 or more placements, we slipped from the 2nd to 3rd quartile. This has been explained as child moves that were for positive reasons. Current Quarter 3 performance is at a good level as it is below the 10% service and Outcome Agreement targets.
- 4.7.2 In the percentage of initial assessments where there is evidence that the child has been seen alone by the Social Worker we slipped from being in the top quartile to the 2nd quartile (52.9% to 52.6%). Quarter 3 data, however, shows our performance at 53% (an excellent position above the 50% service target).
- 4.7.3 In the average external qualifications score for 16yr old looked after children, we slipped from the 2nd quartile to the bottom quartile (annual indicator).

- 4.7.4 The percentage of pupils aged 15 in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and Mathematics - we slipped from the 2nd quartile into the 3rd quartile (annual indicator).
- 4.7.5 The percentage of eligible, relevant and former relevant children that have pathway plans - we slipped from being in the top quartile to the 3rd quartile. Current Quarter 3 data shows only 66.67% have pathway plans, however, there are current data recording issues which will be rectified by the end of Quarter 4.
- 4.7.6 The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months - there were doubts around the consistency of Local Authority data and no all Wales comparisons were made.
- 4.7.7 The percentage of adults who hold a concessionary bus pass; we slipped from the 2nd to 3rd quartile (annual indicator).
- 4.8 In 2013/2014 we remained in the bottom quartile for:
- 4.8.1 The rate of older people 65+ supported in the community - this, however, is accepted performance as it does not take into account Denbighshire's ambition to meet people's needs through reablement and community services rather than managed care.
- 4.8.2 The percentage of reported fly tipping incidents cleared within 5 working days - we remained in the bottom quartile, however, performance had improved in 2013/14 to 94.88%.
- 4.8.3 No. of visits to local authority sports and leisure facilities - we remained in the bottom quartile, however, performance data shows an improvement and we were no longer the worst in Wales for this indicator (annual indicator).
- 4.9 Overall for 2013/2014 the NSI comparative data showed:
- We improved our quartile position for 5 indicators
 - We remained within the same quartile as 2012/13 for 18 indicators.
 - We declined in our quartile position for 7 indicators (as depicted above).

5. How does the decision contribute to the Corporate Priorities?

- 5.1 The performance reports and the Corporate Risk Register relate directly to the delivery of the Corporate Plan. The Committee is able to effectively carry out its performance management function, and that the Council will be able to exercise its duty to improve under these arrangements.

6. What will it cost and how will it affect other services?

- 6.1 This report offers a retrospective examination of our performance for 2013/14. There are no additional costs or implications for other services.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report

7.1 An equality impact assessment on this published report is not required.

8. What consultations have been carried out with Scrutiny and others?

8.1 This paper is being presented in response to the Committee's request to consider the Local Authority Service Performance Report 2013/14 report. The Committee to use the report as a tool to inform its future work.

9. Chief Finance Officer Statement

9.1 There are no significant financial implications arising from the report.

10. What risks are there and is there anything we can do to reduce them?

10.1 We have a strong performance management framework, a robust Service Performance Challenge process and a strong Performance Scrutiny Committee.

11. Power to make the Decision

11.1 Performance management and monitoring is a key element of the Wales Programme for Improvement, which is underpinned by the statutory requirements of the Local Government Act 1999 and the Local Government "Wales" Measure 2009.

11.2 Articles 6.1 and 6.3.4(b) outlines scrutiny's role with respect to performance monitoring and management.

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