

Open Report on behalf of the Executive Director of Children's Services

Report to:	Children and Young People Scrutiny Committee
Date:	29 November 2013
Subject:	Performance - Quarter 2 2013/14

Summary:

The accompanying appendices to this report provide key performance information for Quarter 2 2013/14 that is relevant to the work of the Children and Young People Scrutiny Committee.

Actions Required:

The Committee is invited to consider and comment on the performance information contained in the appendices to this report.

1. Background

Council Business Plan and Council Priority Activity Performance

Appendix A highlights performance relevant to this committee against the following:

- Council Business Plan Performance Indicators: There are seven indicators in the Council Business Plan that are within the remit of this scrutiny committee. Appendix A contains any of these that are worse than target (red) or better than target (green) for the past two quarters. Only three of the seven indicators have data available so far in 2013/2014.
- Council Priority Activities: Corporate Management Board have identified a number of Council Priority Activities, these are the key projects and programmes that will deliver the most significant changes and new commitments as detailed in the 2012-2015 Council Business Plan and Organisational Strategy, as well as the Executive Director's objectives. There are currently 32 priority projects and programmes, 3 of which are in the remit of this scrutiny committee.
- Council Priority Activities Exception Highlight Reports: Where a Council Priority Activity is reporting significant issues (red) a project highlight report has been included to provide further information.

Performance Indicators

Appendix B is the summary report of the performance indicators relating to Children's Services. On presentation of the summary report there will be an opportunity to ask questions.

As requested a full and detailed report has been provided (Appendix C) which covers all indicators used by Children's Services for which data is currently available in 2013/2014. This is also available for questions.

Customer Satisfaction

Appendix D is a breakdown of customer satisfaction information and sets out the complaints and compliments received in Quarter 2 relating to Children's Services.

2. Conclusion

This report summarises the Quarter 2 performance for Children and Young People, which is broken down by each of the Assistant Directors, and the Children and Young People Scrutiny Committee is asked to raise any questions on the content of the report.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Council Business Plan and Council Priority Activity Performance
Appendix B	Summaries of performance
Appendix C	Performance Report for Quarter 2 2013/14 - this is a detailed report covering all indicators that are currently in operation in Children's Services
Appendix D	Customer Satisfaction

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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