

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

Report to:	Children and Young People Scrutiny Committee
Date:	13 June 2014
Subject:	Performance - Quarter 4 2013/14

Summary:

The accompanying appendices to this report provide key performance information for Quarter 4 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

Performance Indicators

Appendix A 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.

Appendix B provides a full and detailed report that covers all indicators used by Children's Services. This is also available for questions.

Council Priority Activity Performance

Appendix C highlights 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.

Customer Satisfaction

Appendix D is a breakdown of customer satisfaction information and sets out the complaints and compliments received in Quarter 4 relating to Children's Services.

2. Conclusion

This report summarises the Quarter 4 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	Summaries of performance
Appendix B	Detailed performance data for quarter 4 2013/14
Appendix C	Update on key Children's Services projects
Appendix D	Complaint and compliments report

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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