



Quarter 4 2022/23

Purpose of the report

To provide a strategic overview of the Council's performance for Quarter 4 2022/23.

The following scorecards are enclosed:

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Prepared by the Performance and Improvement Team

Key to Symbols

Reporting Basis	
Year to Date	Performance accumulated over the year
Rolling Year	Average performance over a 12 month period
Annual	Performance measured once a year
Latest Quarter	Performance this quarter
Snapshot	Performance at a particular point in time
Forecast	Predicted position at the end of the year

Measure Symbols	
★	Performance Better than Target
●	Performance Worse than Target
▲	Performance significantly worse than Target
?	No information
!	Missing Target
!	No Value
Bigger is Better	A bigger value for this measure is good
Smaller is Better	A smaller value for this measure is good
Plan is best	Where it is better for performance to be on target rather than above or below

Risk	Impact/Consequence				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Highly Likely (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Remote (1)	1	2	3	4	5

Risk Rating
(calculated by multiplying the Impact with the Likelihood of each risk)

Risk Symbols	
✖	Risk Value Increasing
✓	Risk Value Decreasing
→	No Change

Level of Risk	Score
Low	1 - 6
Moderate	7 - 12
High	13 - 25

Tackling Climate Change

Climate Change

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Council Carbon Emissions, buildings & transport (exc schools) Tonnes of CO2e	Smaller is Better	Year to Date	4,218.82	6,299.94	1,091.33	1,999.67	3,502.81	4,350.00	★		?
Renewable energy generation (kWh) from the Councils Estate (exc schools)	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22		Comments	Comparator Group	
	Bigger is Better	Year to Date	48,759,032	65,607,181	17,715,555	32,115,591		48,778,694			n/a

Waste

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Residual household waste per household (Kgs)	Smaller is Better	Forecast	440	436	428	420	423	479	★		?
% of household waste sent for reuse, recycling and composting	Bigger is Better	Forecast	51.2%	52.0%	53.3%	52.7%	52.3%	51.0%	★		?
Net power production (MWhr) by the Gloucestershire Energy From Waste facility	Bigger is Better	Forecast	33,547	35,227	28,620	33,276	32,194	29,100	★		n/a
% of waste diverted from landfill	Bigger is Better	Forecast	97.5%	97.6%	97.9%	96.7%	97.7%	92.8%	★		n/a

Improving Our Roads

Highways

	▲ Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of 2 hour emergency repairs made on time	Bigger is Better	Latest Quarter	99.0%	99.0%	99.0%	99.3%	99.3%	96.0%	★		n/a
% of 24 hour defects repaired on time	Bigger is Better	Latest Quarter	100.0%	100.0%	100.0%	100.0%	99.9%	96.0%	★		n/a
% of 28 day defects repaired or made safe in time	Bigger is Better	Latest Quarter	99.0%	99.8%	100.0%	100.0%	99.9%	95.0%	★		n/a
% of structural maintenance programme delivered	Bigger is Better	Latest Quarter	86.0%	48.0%	70.0%	82.5%	94.8%	100.0%	▲	Weather issues at the end of the financial year caused a delayed start to £504k of surfacing schemes. These schemes have now been completed but their duration straddled the end of the financial year. If these schemes were included it would mean 99.35% of Tarmac resurfacing schemes were completed, and a total of 96.61% of all structural maintenance schemes completed.	n/a
	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Number of Winter maintenance runs completed	Smaller is Better	Quarterly	117	6	0	105		130			n/a
Average number of additional days to complete overdue 28 day defect repairs	Smaller is Better	Quarterly	2.40	1.90	0.00	0.00		9.00		Relates to two defect repairs.	n/a
	Good Performance High/Low	Reporting Basis	Dec-18	Dec-19	Dec-20	Dec-21	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Overall resident satisfaction with Highways network	Bigger is Better	Annual	51.0%	52.0%	52.0%	50.0%	48.0%	49.0%	●	There is a downward trend across all Authorities, especially in the 2 years post Covid. We are still performing in the middle of our Peer Group comparators (lowest 46%, highest 53%). It is a difficult measure to forecast as sample size is small and individual input may be localised rather than reflective of work and progress being made across the whole of the County's road network	51.0%
	Good Performance High/Low	Reporting Basis	Mar-19	Mar-20	Mar-21	Mar-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of principal roads where maintenance should be considered	Smaller is Better	Annual	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	★		3.0%
% of the Non-principal classified roads where maintenance should be considered	Smaller is Better	Annual	6.0%	5.0%	4.0%	5.0%	5.0%	5.0%	★		5.0%
% of unclassified roads where maintenance should be considered	Smaller is Better	Annual	13%	12%	12%	13%		13%		There has been a system changeover (AI modelling) in how the unclassified road network is analysed. As a result there is no data available for 2022/23, therefore a percentage considered for maintenance cannot be calculated. Next available data is anticipated 04/24	19%

Flooding

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% delivery of the annual gully emptying programme (as published on the website)	Bigger is Better	Latest Quarter	100.0%	34.0%	65.2%	85.8%	100.0%	100.0%	★		n/a

Road Safety

	Good Performance High/Low	Reporting Basis	Actual Oct - Dec 21	Actual Jan - Mar 22	Actual Apr - Jun 22	Actual Jul - Sep 22	Actual Oct - Dec 22	Forecast Oct - Dec 22		Comments Oct - Dec 22	Comparator Group
Number of killed and seriously injured people	Smaller is Better	Calendar Year to Date	327	94	175	272	407	322	▲	KSI casualties have increased especially during the late autumn and winter period of 2022. This supports the decision and will expedite the work in creating the new traffic team, finalising the delivery of Community Speedwatch scheme in our towns and parishes, supporting our towns and parishes via webinars to establish best practice and share knowledge, ongoing support to the new Road Safety Partnership at a strategic and operational level. The culmination of this focussed activity will create the conditions for success to support our road safety policy targets. We will continue to analyse these serious and fatal casualties to identify where the increases have occurred, in order to develop our intervention schemes, education and enforcement activities, either as GCC or as a collective with the Road Safety Partnership and the wider practical support of our towns and parishes.	n/a

Sustainable Growth

Connectivity

	▲ Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of premises with next generation broadband access (NGA) Superfast	Bigger is Better	Latest Quarter	96.6%	96.8%	96.9%	97.1%	97.4%	99.0%	●		n/a
% Gigabit (DOCSIS 3.1 or FTTP) Broadband coverage	Bigger is Better	Latest Quarter		60.3%	62.6%	65.1%	67.3%	65.5%	★		

Growth Hubs

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Number of light-touch business interactions supported by the Growth Hubs	Bigger is Better	Latest Quarter	65	59	40	64	46	100	▲	Visits to libraries have continued to recover following the pandemic. With the 6 innovation labs now fully functional the number of business interactions we will expect to will increase due to their ability to focus on business support to their communities.	n/a

Levelling Up Our Communities

Addressing Public Health Inequalities

Indicator Description	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
Proportion of all Opiate Users in treatment, who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	4.1%	4.3%	4.3%	5.0%	5.1%	6.3%	▲ The Q3 performance is 5.1% (67/1,302), which is slight increase from the previous quarter. Projecting forward by 6 months we are anticipating that this performance will drop slightly to around 4.9%. The primary reason for this low performance is the anticipated effect of the recommissioning of the service which will likely drive performance down further. It would require 19 further completions to bring this into the LA family comparator top quartile	5.7%
Proportion of all Non-Opiate Users in treatment, not representing 6 months after completion	Bigger is Better	Quarter in Arrears	20.3%	23.7%	26.4%	28.4%	29.4%	33.2%	▲ The Q3 performance is 29.4% (207/704), this is an increase from last quarter. Projecting forward 6 months from this point we are anticipating that the performance will drop slightly to around 27.3%. The primary reason for this low performance is the anticipated effect of the recommissioning of the service which will likely drive performance down further. 56 further completions would be required to bring this to LA family comparator top quartile.	36.9%
Proportion of adult alcohol misusers who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	26.7%	29.5%	35.6%	37.6%	38.9%	35.0%	★ The Q3 performance is 38.9% (320/822), this is an increase from the last quarter and remains above target. Projecting forward 6 months we are anticipating that the performance will drop slightly below target, to around 34% before recovering. 14 further completions would be required to bring this to LA family comparator top quartile.	36.6%
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Quarter in Arrears	67.0%	80.0%	66.0%	90.0%	80.0%	70.0%	★ The target for this indicator is 70%. The service continues to perform well with 80% (41/51) of pregnant women achieving a 4-week quit in Q3. This is lower than the Q2 figure of 90% (53/58) and significantly higher than the latest national data (April 2022 to September 2022) of 44.6%.	n/a
% of HLS customers that achieve a significant risk factor improvement	Bigger is Better	Quarter in Arrears	67.3%	68.4%	71.0%	71.4%	70.5%	65.0%	★ The performance for this indicator remains steady with the percentage achieving improvement in Q3 being 70% (923/1310) compared to 71% (1040/1457) in Q2 against a target of 65%.	n/a

	Good Performance High/Low	Reporting Basis	Sep-18	Sep-19	Sep-20	Sep-21	Actual Sep-22	Comments	Comparator Group
% Reception Children with obesity (including severe obesity)	Smaller is Better	Academic Year	9.8%	9.1%	10.0%	13.6%	8.7%	The 2021/22 school year NCMP data was the first full year of data collection since the start of the Covid-19 pandemic. We previously reported a significant increase in levels of obesity and severe obesity in 2020/21 compared to pre-pandemic levels. The 2021/22 data indicate that rates have now decreased, compared to last year. Obesity levels among Reception age children in Gloucestershire have reverted to pre-pandemic levels according to the 2021/22 data (8.7%)	10.1%
% Year 6 Children with obesity (including severe obesity)	Smaller is Better	Academic Year	16.3%	18.3%	18.4%	21.6%	20.7%	The 2021/22 school year NCMP data was the first full year of data collection since the start of the Covid-19 pandemic. We previously reported a significant increase in levels of obesity and severe obesity in 2020/21 compared to pre-pandemic levels. The 2021/22 data indicate that rates have now decreased, compared to last year. Obesity levels among Year 6 children in Gloucestershire remain significantly above pre-pandemic levels in 2021/22 data (20.7%)	23.4%
Reception: Inequality in the prevalence of obesity (including severe obesity)	Smaller is Better	Academic Year	7.4%	6.8%	5.3%	8.5%	5.5%	In Gloucestershire there are differences in being very overweight in childhood depending on your gender, level of deprivation, ethnicity and rurality in both Reception and Year 6. From reception to year 6 the gaps appear to widen with rates becoming markedly higher in more deprived areas. We use the Slope Index of Inequality (SII) as a measure of how much being very overweight in Childhood varies with deprivation. The latest data is showing a decreasing trend similar to pre-covid SII levels. In Reception Year the gap in obesity rates between most deprived and least deprived in the last 5 years of recording (2016-21) stands at 5.5%, down from 8.5% (2015-2020) however at Year 6 this gap is 15.5% (2016-21) down from 16.3% (2015-2020). SII data is not currently released at a national or a regional level.	n/a
Year 6: Inequality in the prevalence of obesity (including severe obesity)	Smaller is Better	Academic Year	12.2%	16.7%	18.0%	16.3%	15.5%	In Gloucestershire there are differences in being very overweight in childhood depending on your gender, level of deprivation, ethnicity and rurality in both Reception and Year 6. From reception to year 6 the gaps appear to widen with rates becoming markedly higher in more deprived areas. We use the Slope Index of Inequality (SII) as a measure of how much being very overweight in Childhood varies with deprivation. The latest data is showing a decreasing trend similar to pre-covid SII levels. In Reception Year the gap in obesity rates between most deprived and least deprived in the last 5 years of recording (2016-21) stands at 5.5%, down from 8.5% (2015-2020) however at Year 6 this gap is 15.5% (2016-21) down from 16.3% (2015-2020). SII data is not currently released at a national or a regional level.	n/a

	Good Performance High/Low	Reporting Basis	Dec-18	Dec-19	Dec-20	Dec-21	Actual Dec-22	Target Dec-22	Comments	Comparator Group
Suicide rate per 100,000 Population	Smaller is Better	3-Year Average	10.4	10.2	11.0	11.3	11.3	11.4	★ The suicide rate in Gloucestershire for the three year period 2019-2021 is 11.3 per 100,000 of the population. This is a very slight increase from the rate in the previous three year period (11.0 in 2018-20); however the Gloucestershire rate remains in line with the national and regional rate for suicide deaths. The number of suicide deaths in 2021 registered also remains in line with the average number of deaths per year from suicide over the last 10 years in Gloucestershire. The Gloucestershire Suicide Prevention Partnership continues to monitor deaths from suicide in the county as part of the ongoing delivery of the countywide suicide prevention strategy and action plan.	11.3

Transforming Children's Services

Children's Social Care

Quality Assurance

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of audits judged as good or better	Bigger is Better	Latest Quarter	37.0%	40.0%	34.0%	47.0%	53.0%	50.0%	★		n/a
% of Children open to Social Care with 2 or fewer Social Workers in 6 months	Bigger is Better	Snapshot	84.2%	85.9%	86.5%	85.1%	86.5%	90.0%	●		n/a

Contact Activity

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of referrals to Social Care that are re-referrals within 12 months	Smaller is Better	Latest Quarter	25.5%	24.3%	26.2%	27.0%	28.6%	21.5%	▲	Re-referrals have followed an increasing trend over the last year, up from 23.8% in Quarter 3 2021/22 to 28.6% in Quarter 4 2022/23. Performance is worse than target (21.5%) and the peer group average (20.1%, March 2022).	20.1%
% of Initial Decisions made within 24 hours for all contacts	Bigger is Better	Latest Quarter	70.6%	67.1%	68.1%	71.5%	70.9%	90.0%	▲	Initial decisions were timely for just over two-thirds of children in Quarter 4 (70.9%). This has remained fairly static over time. Timeliness of end-to-end decision making has seen a slight improvement over the last three quarters (73.3% up from 67.9%). However, performance at both stages of contact decision making declined throughout the quarter. Both measures remain significantly worse than target (90%). Incoming demand was particularly high in Quarter 4 and is likely to be placing pressure on the service and impacting performance. More than 9,250 contacts were received during the period. This is 7% higher than the quarterly average last year and 42% higher than in 2019/20.	n/a
% Initial visits in time	Bigger is Better	Latest Quarter	71.1%	72.8%	68.5%	70.7%	74.4%	85.0%	▲	Timeliness of initial visits improved for the second quarter, with three quarters of children seen following referral within timescale (74.4% against a target of 85%, up from 68.5% in Quarter 2). Performance varied significantly across localities, with three performing better than target while the performance for the remaining three localities ranged from 49%-69%.	n/a

Children in Need of Help & Protection

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Children in Need who have been on a plan for 12 months or more	Smaller is Better	Snapshot	4.2%	4.2%	4.8%	5.0%	5.4%	5.0%	▲		n/a
% of Single Assessments completed within 45 working days	Bigger is Better	Latest Quarter	77.4%	80.4%	81.0%	73.6%	75.4%	90.0%	▲	Assessment timeliness improved marginally in Quarter 4, from 73.6% to 75.4%, against a target of 90%. Performance has been persistently worse than target for six quarters and is worse than the peer group average (82.4%, March 2022). At a locality level, there is a significant disparity, ranging from 87.6% (and within tolerance of target) to 42.9%, with all other areas performing worse than target. The extent to which ongoing assessments are overdue has reduced, however, from 134 children whose assessment had been underway for more than 60 working days (including 56 where the assessment was over 90 working days) to 62 children (including 31 where the assessment was over 90 working days).	82.4%
% of Children becoming the subject of a Child Protection Plan for a second or subsequent time	Smaller is Better	Latest Quarter	29.5%	23.2%	42.0%	20.5%	22.4%	23.5%	★	Just over one-fifth of children made subject to a protection plan during Quarter 3 had had a previous plan (22.4%). Performance has been better than target for three quarters in 2022/23; this is against a stretch target set in April 2022. This is the best performance in four financial years (including pre-pandemic). Due to an anomalous spike in repeat work in Quarter 2, outturn performance over a 12-month period is 26.8%. While worse than target, this is an improvement compared with last year (28.1%, 2021/22) and 2019/20 prior to the pandemic (29.3%) but remains slightly higher than the peer group average (25.3%, 2021/22).	25.3%
% of Children subject to Child Protection Plans lasting 2 years or more	Smaller is Better	Snapshot	3.3%	3.4%	3.1%	1.3%	1.8%	2.0%	★	This relates to 10 children, the majority of whom court proceedings are underway for.	1.6%

Children in Care

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Children who are fostered who are placed with the in-house fostering service	Bigger is Better	Snapshot	68.0%	66.0%	66.0%	67.0%	68.0%	70.0%	●		n/a
% of Children in Care for more than 2.5 years in the same placement for at least 2 years	Bigger is Better	Snapshot	65.9%	64.0%	63.0%	62.3%	66.1%	68.0%	●		71.1%
% Children in Care (CIC) reviewed in timescales	Bigger is Better	Latest Quarter	97.4%	94.5%	96.0%	96.0%	98.0%	100.0%	●		n/a
% of Children in Care with 3 or more placements in the last 12 months	Smaller is Better	Snapshot	12.5%	12.3%	14.1%	13.8%	14.8%	12.0%	▲		9.7%
% Children in Care persistently absent	Smaller is Better	Snapshot	23.9%	24.5%	16.4%	24.8%	25.1%	5.0%	▲		31.6%
% of children who have been admitted to care within 12 months of previously being in care	Smaller is Better	Latest Quarter	10.3%	13.6%	4.8%	6.1%	11.5%	7.0%	▲		11.4%

Care Experienced Young People

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Young People aged 19-21 who were looked after aged 16 who were in suitable accommodation	Bigger is Better	Snapshot	93.8%	94.0%	90.7%	91.9%	91.1%	95.0%	●		86.1%
% of Young People aged 19-21 who were looked after aged 16 who were not in employment, education or training	Smaller is Better	Snapshot	45.1%	43.3%	45.0%	43.6%	41.5%	25.0%	▲	Just under three-fifths of care experienced people are in education, employment or training (EET) (58.2%). Performance is best for 16-18 year olds (62.1%), although there are still a significant proportion not engaged in education, employment or training opportunities. Performance is lowest for older care experienced adults (over 21's: 46.6%). For all age groups, performance is worse than target. Performance for 19-21 year olds is at a 12-month best (58.5% EET/41.5% NEET). 5.4% of care experienced adults are in Higher Education. This is worse than target (6.0%) but better than the peer group average (5.0%).	47.1%

Transforming Children's Services

Education

Education

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Number of Suspensions (All Pupils)	Smaller is Better	Quarterly	1,603	1,429	821	1,800	2,250	1,695	▲		n/a
Number of pupils permanently excluded (all pupils)	Smaller is Better	Latest Quarter	40	21	9	30	52	31	▲		n/a
% of pupils attending good or outstanding Secondary Schools	Bigger is Better	Snapshot	91.0%	93.0%	94.4%	94.4%	92.5%	85.0%	★		81.0%
% of pupils attending good or outstanding Primary Schools	Bigger is Better	Snapshot	86.0%	87.0%	87.8%	88.6%	89.4%	88.0%	★		87.0%
% of good or outstanding Early Years Settings	Bigger is Better	Snapshot	91.1%	90.4%	90.5%	90.9%	89.8%	92.0%	●		96.6%
	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23		Comments	Comparator Group	
Rate per 1,000 of children with an Education Health and Care Plan	Plan is Best	Latest Quarter	28.0	29.2	30.3	30.0		30.7			28.3
	Good Performance High/Low	Reporting Basis	Academic Year Ending 2018	Academic Year Ending 2019	Academic Year Ending 2020	Academic Year Ending 2021	Academic Year Ending 2022		Comments	Comparator Group	
% of pupils achieving grades 9-5 in English and Maths	Bigger is Better	Academic Year	47.3%	47.8%	54.9%	57.3%		55.8%			49.4%

Transforming Adult Social Care Delivery

Contact Activity

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of all ASC Contacts with a decision within 1 working day	Bigger is Better	Latest Quarter	93.8%	92.0%	92.4%	94.0%	89.9%	95.0%	▲		n/a
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	39.9%	37.4%	37.0%	36.1%	35.0%	33.0%	★		n/a

Assessments

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Service Users who have had a review/ re-assessment of their needs within the last 12 months	Bigger is Better	Snapshot	50.7%	42.4%	44.8%	48.6%	57.9%	60.0%	●		n/a
Average number of weeks people have been awaiting Brokerage	Smaller is Better	Snapshot		4.8	4.0	3.1		5.6		At the end of March 2023 there were 468 individuals awaiting brokerage (down from 494 at the end of December 2022).	n/a
% of FAB Assessments Open after 60 working days (as a proportion of all Open Assessments)	Smaller is Better	Latest Quarter		70.4%	71.1%	76.1%		81.2%		At the end of March 2023 there were 632 open Assessments of which 513 (81.2%) had been open for 60 working days or longer. There are no outstanding open Assessments from 2021/22.	n/a
% of FAB Assessments taking more than 19 working days to close (as a proportion of all closed Assessments)	Smaller is Better	Latest Quarter		87.4%	88.2%	89.1%		85.9%		There were 822 Assessments closed in Quarter 4 of which 706 (85.9%) took more than 19 working days to complete.	n/a

Hospital Discharge and Reablement

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	89.4%	90.0%	90.2%	85.8%		85.0%		No figures available for Quarter 4	81.0%
Delayed transfers of care from hospital due to Adult Social Care per 100,000 population	Smaller is Better	Rolling Year						3.50		DTOC measures were suspended on 1st March 2020. There is no data available at present.	

Adult Safeguarding

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Section 42 enquiries this quarter where the risk was reduced or removed	Bigger is Better	Latest Quarter	81.8%	81.7%	82.6%	83.1%	90.1%	85.0%	★	There were 121 Section 42 closures during the Quarter, of which 5 (4.1%) were closed where the risk remained, and 7 (5.8%) which were 'Inconclusive'.	90.3%
% of S42 Enquiries open for more than 26 weeks	Smaller is Better	Latest Quarter	24.2%	17.7%	20.1%	16.9%	22.2%	25.0%	★		n/a

Transforming Adult Social Care

Commissioning

Quality Assurance

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of GCC Commissioned Providers judged to be Good or Outstanding by CQC	Bigger is Better	Latest Quarter	91.2%	91.3%	90.2%	88.1%	90.8%	90.0%	★	The latest data from CQC (in relation to 237 providers) indicates: <ul style="list-style-type: none">217 providers were rated as either Good or Outstanding, up from 207 in Q3. Of the 217, 18 were rated as Outstanding, and the remaining 199 were Good.However, those who are rated as Requires Improvement continues to increase, from 23 in Q1 to 30 in Q4.There are 3 providers who were rated as Inadequate this Quarter.	n/a

Assessments

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Average waiting time for a Carers Care Act Compliant Assessment (in working days)	Smaller is Better	Snapshot	17.0	6.0	6.0	18.0	18.0	30.0	★		n/a

Long Term Care

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	14.8	13.6	6.3	7.1	7.4	13.0	★		13.0
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	249.3	239.1	248.6	241.5	235.1	496.1	★		496.1

Mental Health

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of referrals for an AMHP assessment that led to support or protection being put in place	Bigger is Better	Latest Quarter	57.4%	62.2%	62.1%	69.1%	55.5%	60.0%	▲	There were 315 AMHP Assessments completed in the Quarter (up by 5% from Quarter 3). The outcome from 175 Assessments (55.5%) was detention or other support being put in place.	n/a
% of Adults receiving secondary Mental Health services in settled accommodation	Bigger is Better	Snapshot	89.0%	89.0%	88.0%	87.0%	88.0%	85.0%	★		27.5%

Learning Disability

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Snapshot		59.9%	59.8%	60.8%	63.5%	72.0%	▲	Out of a total cohort of 615, 390 are recorded as being in settled accommodation. NOTE That figures in 2022/23 exclude LD individuals who are in Supported Living and figures have been refreshed for the last 3 quarters to reflect this.	72.0%
Total number of people in Employment with a Disability (or work limiting health condition) supported by GCC Forward Services	Bigger is Better	Latest Quarter		547	558	632	734	590	★	53 new people known to Social Services added in the quarter including 12 Care Leavers	n/a
% of Adults with Learning Disabilities in Employment	Bigger is Better	Annual	3.1%	0.8%	2.7%	5.3%	5.3%			Locally benchmarked in line with ASCOF definition	5.0%

Transforming Gloucestershire Fire and Rescue Service

Response

	▲ Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Average Response times to dwelling fires	Smaller is Better	Latest Quarter	9.14	9.17	9.17	9.55	10.31	9.00	▲	Timeliness of responding to all attended accidental dwelling fires has followed an increasing trend over the last year (9 minutes 14 seconds in Quarter 4 2021/22). Timeliness has worsened from a within tolerance of the target position at the same time last year to worse than target this quarter. Response times to the majority of the fires attended by Wholetime firefighters were within target time (9 minutes) (79%), while only 12% of fires responded to by On-Call firefighters were within target time. The overall result of this means that just under half of the dwelling fire incidents in Quarter 4 had a response time that was worse than the target in Quarter 4 (44%).	8.54

Prevention

	▲ Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	79.0%	80.0%	82.0%	86.2%	86.1%	75.0%	★	We continue to complete a high proportion of Safe and Well visits to the most vulnerable in our county. Performance levels are better than the same time last year (79%).	69.0%
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	0.89	0.94	0.93	0.87	1.10	2.35	▲	We completed a higher rate of Safe and Well visits per 1,000 population than last quarter (1.1 per 1,000 population, 706 visits compared to 0.87 per 1,000 population, 559 visits). Performance remains below target (2.35 per 1,000 population - 1,500 visits per quarter) and the comparator group average (1.30). The target is being reviewed for 2023/24 and will be based on comparator benchmarking.	1.30
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	60	68	73	70	55	56	★	There has been a decrease in accidental dwelling fires this quarter, down 21% from Quarter 3 (70) and 8% compared with the same period last year (60). Achieving a year-on-year reduction in accidental dwelling fires continues to remain a challenge but is better than target this quarter (55.6).	n/a

Protection

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of 7.2d premises within required frequency	Bigger is Better	Latest Quarter	88.9%	93.0%	75.0%	82.0%	100.0%	100.0%	★	Of the premises receiving a 7.2 d inspection (visit to a premise to learn about the area and prevent injury or death to firefighters if an incident was to occur at the location) in Quarter 4, all inspections were reported as being within required frequency (100%, 31 visits). This is an improvement compared with last quarter (82%, 28 out of 34) and meets target.	n/a
% of Annual Risk Based Inspection Plan Programme of work completed within timeframes	Bigger is Better	Latest Quarter		19.0%	45.0%	64.0%	84.6%	100.0%	▲	Annually, a Risk Based Inspection Programme (RBIP) is undertaken which incorporates the highest risk premises identified through risk profile work. Delivery of the programme has not met target this year, with 1012 premises inspected since April 2022 (84.6% against a target of 100%).	n/a

Delivering Our Ambitions

Performance

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
% of Council Strategy indicators that are on or ahead of target.	Bigger is Better	Latest Quarter	63.9%	58.7%	60.0%	66.2%	62.7%	65.0%	●		n/a

Workforce

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Days lost to Sickness per FTE (excluding Schools and GFRS)	Smaller is Better	Latest Quarter	2.36	1.93	2.20	2.12	1.85	1.80	●		n/a
Turnover of all children's social workers and senior practitioners	Smaller is Better	Rolling Year	24.8%	26.2%	24.7%	24.0%	24.0%	20.0%	▲		n/a
% of appraisals completed	Bigger is Better	Latest Quarter	48.4%	11.9%	34.3%	62.6%	71.1%	90.0%	▲		n/a
	Good Performance High/Low	Reporting Basis	Dec-17	Dec-18	Dec-19	Dec-20	Actual Dec-21	Target Dec-21		Comments	Comparator Group
Employee Engagement Index	Bigger is Better	Annual		93.4%	94.4%	96.3%	94.2%	95.0%	●		n/a
	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Comments		Comparator Group	
GCC Turnover (staff leaving as a % of all staff)	Smaller is Better	Rolling Year	13.3%	13.9%	14.0%	13.9%	12.7%				n/a
Turnover of all adults social workers and senior practitioners	Smaller is Better	Rolling Year	15.5%	15.4%	17.2%	22.6%	27.4%				n/a
Days lost to sickness/absence per FTE - Rolling Year	Smaller is Better	Rolling Year	8.93	9.35	9.40	9.07	8.62				7.38

Corporate Governance

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Number of reportable security incidents	Smaller is Better	Latest Quarter	0	2	1	0	0	0	14	★	n/a
% FOI/EIR requests for information responses released within legal time limits	Bigger is Better	Latest Quarter	83.0%	82.0%	85.0%	90.0%	88.0%	90.0%	●	The decrease of 2% on the previous quarter (Q3 22/23) is attributed to an issue identified in January 2023, where requests in one particular service area were identified late, by which time it was not possible to respond within timescales. There is now a process in place to prevent this issue reoccurring.	n/a
% SAR requests for information responses released within legal time limits	Bigger is Better	Latest Quarter	44.0%	44.0%	64.0%	69.0%	71.0%	90.0%	▲	Whilst still not at target, this represents an increase of 2% on the previous quarter (Q3 22/23) and is a result of the introduction of earlier escalation of potential delays.	n/a
Number of information decision notices upholding the requestors position	Smaller is Better	Latest Quarter	0	0	0	0	1	2	★	One ICO complaint was received in relation to an FOI request where the response had missed the statutory deadline. This request was part of the requests that were identified late in the one particular service area. The response to the ICO was completed on time with no issues as the response was sent.	n/a
	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Number of Cases Upheld by Local Government Ombudsman	Smaller is Better	Latest Quarter	5	2	4	2	4	2	▲		n/a
Number of RIDDOR reportable incidents	Smaller is Better	Latest Quarter	3	1	1	0	4	5	★		n/a
Audit recommendations outstanding beyond target date	Smaller is Better	Latest Quarter	8	5	7	9	15	0	▲		n/a

	Good Performance High/Low	Reporting Basis	Mar-22	Jun-22	Sep-22	Dec-22	Actual Mar-23	Target Mar-23		Comments	Comparator Group
Total number of ICT Priority 1 incidents raised per quarter	Smaller is Better	Latest Quarter	17	5	6	3	4	3	▲	The total of 4 Priority 1 incidents was above target this quarter. Although critical services were disrupted by these incidents, no full outage was experienced so these incidents are not reflected in the availability measure, SPD41. All 4 incidents were related to services provided to GCC by third parties.	n/a