

Quarter 1 2024/25

Purpose of the report

To provide a strategic overview of the Council's performance for Quarter 1 2024/25.







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				
Likelihood	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	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Number of EV public Charge Points installed	Bigger is Better	Quarterly	?	?	16	46	124	128	●	124 charge points on street installed end June - 92 currently live.. 4 further charge points under review. This stat relates to the public on street only. 100 charge points in Arle Court - July plus GCC fleet chargers recorded separately . Further 200 charge point to be installed by end of fy 24/25	n/a
	Good Performance High/Low	Reporting Basis	Mar-23	Jun-23	Sep-23	Dec-23	Actual Mar-24	Target Mar-24		Comments	Comparator Group
Tonnes CO2e Council Emissions (buildings/transport exc schools)	Smaller is Better	Year to Date	5,678.76	938.43	1,676.89	3,282.86	5,111.09				3,552.90
	Good Performance High/Low	Reporting Basis	Mar-23	Jun-23	Sep-23	Dec-23	Actual Mar-24			Comments	Comparator Group
Renewable energy generation (kWh) (Councils Estate, exc schools)	Bigger is Better	Year to Date	64,908,997	16,168,374	28,675,809	46,700,969	46,733,763				n/a

Waste

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Residual household waste per household (Kgs)	Smaller is Better	Forecast	423	424	431	433	436	423	●	The gradual provision of smaller sized kerbside residual waste containers by the districts is the main action to restrain the growth of residual waste. This has recently been implemented across the county on a replacement basis, but is unlikely to deliver step change on it's own. The waste partnership are awaiting the final details of new sector wide waste management legislation before investing in further change.	
% of household waste sent for reuse, recycling and composting	Bigger is Better	Forecast	52.5%	52.9%	52.4%	52.2%	52.5%	53.0%	●	Recycling rates are currently generally static, and are maintained by ongoing communications, engagement and, to a lesser extent, enforcement. Due to the upcoming national policy changes, no further services changes are currently planned and it is unlikely that the recycling rate will change during this time. Note that waste collection performance is largely the responsibility of district councils (80% of material handled) with county council financial and technical support.	
Net power produced (MWhr) by the Energy From Waste facility	Bigger is Better	Forecast	32,144	24,863	35,999	34,565	36,055	29,100	★		n/a
% of waste diverted from landfill	Bigger is Better	Forecast	97.7%	97.7%	97.8%	97.9%	97.6%	92.8%	★		n/a

Improving Our Roads

Highways

	▲ Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of 2 hour emergency repairs made on time	Bigger is Better	Latest Quarter	99.5%	99.5%	99.6%	99.6%	99.6%	96.0%	★		n/a
% of 24 hour defects repaired on time	Bigger is Better	Latest Quarter	100.0%	100.0%	100.0%	99.9%	100.0%	96.0%	★		n/a
% of 28 day defects repaired or made safe in time	Bigger is Better	Latest Quarter	100.0%	100.0%	100.0%	99.9%	99.9%	95.0%	★		n/a
% of structural maintenance programme delivered	Bigger is Better	Latest Quarter	29.8%	76.0%	92.8%	94.6%	42.0%	25.0%	★		n/a
	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Number of Winter maintenance runs completed	Smaller is Better	Quarterly	5	0	38	90	0				n/a
Average additional days to complete overdue 28 day defect repairs	Smaller is Better	Quarterly	0.00	0.00	0.00	0.00	0.00				n/a
Number of repairs to non safety defects	Bigger is Better	Latest Quarter	3,470	10,700	8,046	5,705	9,342				n/a
	Good Performance High/Low	Reporting Basis	Dec-19	Dec-20	Dec-21	Dec-22	Actual Dec-23	Target Dec-23		Comments	Comparator Group
Overall resident satisfaction with Highways network	Bigger is Better	Annual	52.0%	52.0%	50.0%	48.0%	48.0%	48.0%	★		49.0%
	Good Performance High/Low	Reporting Basis	Mar-20	Mar-21	Mar-22	Mar-23	Actual Mar-24	Target Mar-24		Comments	Comparator Group
% of principal roads where maintenance should be considered	Smaller is Better	Annual	2.0%	2.0%	2.0%	2.0%	1.0%	2.0%	★		5.0%
% Non-principal classified roads for maintenance consideration	Smaller is Better	Annual	5.0%	4.0%	5.0%	5.0%	4.0%	4.0%	★		7.0%
% of unclassified roads where maintenance should be considered	Smaller is Better	Annual	12%	12%	13%			12%		Due to government requirements changing, this KPI is no longer required to be reported on, however data for Gloucestershire is anticipated for April 2025.	

Flooding

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% delivery of the annual gully emptying programme	Bigger is Better	Latest Quarter	40.4%	51.3%	78.8%	98.9%	28.1%	25.0%	★		n/a

Road Safety

	Good Performance High/Low	Reporting Basis	Actual Jan - Mar 23	Actual Apr - Jun 23	Actual Jul - Sep 23	Actual Oct - Dec 23	Actual Jan - Mar 24	Forecast Jan - Mar 24		Comments Jan - Mar 24	Comparator Group
Number of killed and seriously injured people	Smaller is Better	Calendar Year to Date	117	223	308	382	66	95	★		n/a

Sustainable Growth



Connectivity

	▲ Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% premises with next generation broadband access (NGA) Superfast	Bigger is Better	Latest Quarter	97.4%	97.7%	97.7%	98.2%	98.2%	99.0%	●		n/a
% Gigabit (DOCSIS 3.1 or FTTP) Broadband coverage	Bigger is Better	Latest Quarter	68.7%	70.4%	72.5%	76.8%	77.7%	80.0%	●		
% of premises connected to broadband (Stage 1 - BT - FTTC)	Bigger is Better	Latest Quarter	?	98.6%	98.6%	98.9%	98.9%	99.0%	●		n/a

Growth Hubs

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Number of light-touch business interactions supported by Growth Hubs	Bigger is Better	Latest Quarter	41	47	81	88	85	50	★		n/a

Levelling Up Our Communities



Addressing Public Health Inequalities

	Good Performance High/Low	Reporting Basis	Mar-23	Jun-23	Sep-23	Dec-23	Actual Mar-24	Target Mar-24		Comments	Comparator Group
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Quarter in Arrears	88.0%	86.0%	98.0%	66.0%	45.0%	80.0%	▲	<p>The percentage of pregnant smokers achieving a 4 week quit in Q4 was 45% (14/31), which is significantly below the target of 80% and slightly below the latest national average of 50.3% (April 2023 to December 2023); it is also lower than in the previous quarter: Q3 was 66% (39/59). Reasons for not achieving the target are as follows:</p> <ul style="list-style-type: none"> ◦ The provider's contractual agreement was due to terminate on the 31st March 2024. Unfortunately they did not secure a new contract (which was awarded to a new provider) leading to winding down this provider operation in the last quarter. ◦ Consequently, the provider's staff faced significant challenges related to transitioning from the incumbent to the current provider, with some of the staff securing new roles outside of the service, which created vacant positions and reduced capacity within the service 	n/a
% HLS customers achieving a significant risk factor improvement	Bigger is Better	Quarter in Arrears	68.7%	73.5%	74.5%	70.9%	61.8%	65.0%	●	<p>The number and the percentage of HLS customers that achieved a significant risk factor improvement is lower than during the previous quarters: 62% (488/790) in Q4, compared to 71% (803/1132) in the Q3; and the percentage is also slightly below the target of 65%. The reason for the decrease in both number and in percentage are as follows:</p> <ul style="list-style-type: none"> • The provider's contractual agreement was due to terminate on the 31st March 2024. Unfortunately they did not secure a new contract (which was awarded to a new provider) resulting in the winding down this provider's operation in the last quarter • Consequently, the provider's staff faced significant challenges related to transitioning from the incumbent to the current provider, with some of the staff securing new roles outside of the service, which created vacant positions and reduced capacity within the service. 	n/a
% adult alcohol misusers not representing in 6 mths of treatment	Bigger is Better	Quarter in Arrears	37.3%	33.7%	34.9%	34.2%	35.8%	35.0%	★	<p>The Q4 performance is 35.8% (304/849), as had been anticipated this is an increase from the last quarter, and slightly above target. Projecting forward 6 months we are anticipating that the performance will increase and remain above target at around 38%. The primary reason for this shifting performance trajectory is the anticipated effect of the recommissioning of the service, which will likely mean that it will be variable as we move through the transition between the old contract and the new contract. The current performance brings us into the LA family comparator top quartile.</p>	32.9%

	Good Performance High/Low	Reporting Basis	Mar-23	Jun-23	Sep-23	Dec-23	Actual Mar-24	Target Mar-24		Comments	Comparator Group
% Opiate users not representing within 6 mths of treatment	Bigger is Better	Quarter in Arrears	4.6%	4.8%	5.1%	5.5%	5.3%	6.3%	▲	The Q4 performance is 5.3% (68/1289), which is a slight decrease from the previous quarter. Projecting forward by 6 months we are anticipating that this performance will remain relatively stable but below target at around 5.0%. The primary reason for this shifting performance trajectory is the anticipated effect of the recommissioning of the service, which will likely mean that it will be variable as we move through the transition between the old contract and the new contract. It would require 13 further completions to bring this into the LA family comparator top quartile.	5.3%
% Non-Opiate users not representing within 6 mths of treatment	Bigger is Better	Quarter in Arrears	29.3%	27.3%	28.5%	25.7%	25.0%	33.2%	▲	The Q4 performance is 25.0% (196/785), this is a decrease from last quarter. Projecting forward 6 months from this point we are anticipating that the performance will remain relatively stable but below target at 25.2%. The primary reason for this shifting performance trajectory is the anticipated effect of the recommissioning of the service, which will likely mean that it will be variable as we move through the transition between the old contract and the new contract. A further 49 completions would be required to bring this to LA family comparator top quartile.	29.2%

	Good Performance High/Low	Reporting Basis	Sep-19	Sep-20	Sep-21	Sep-22	Actual Sep-23		Comments	Comparator Group
% Reception Children with obesity (including severe obesity)	Smaller is Better	Academic Year	9.1%	10.0%	13.6%	8.7%	8.6%			7.6%
% Year 6 Children with obesity (including severe obesity)	Smaller is Better	Academic Year	18.3%	18.4%	21.6%	20.7%	20.4%			20.6%

	Good Performance High/Low	Reporting Basis	Dec-17	Dec-18	Dec-19	Dec-20	Actual Dec-21	Target Dec-21		Comments	Comparator Group
Suicide rate per 100,000 Population	Smaller is Better	3-Year Average	9.8	10.4	10.2	11.0	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 Gloucestershire registered in 2022 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.	11.4

Transforming Children's Services

Children's Social Care



Quality Assurance

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% Children open to Social Care with 1-2 Social Workers in 6 mths	Bigger is Better	Snapshot	87.3%	86.4%	89.6%	86.5%	87.6%	90.0%	●		n/a
% of audits judged as good or better	Bigger is Better	Latest Quarter	48.0%	56.0%	53.0%	50.0%	51.0%	65.0%	▲	There has been a dip in performance, and it is believed this correlates with changes for staff within the transformation of children's social care. The current audit framework is being reviewed/updated to include all audit related activity.	n/a

Contact Activity

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% re-referrals to Social Care within 12 months	Smaller is Better	Latest Quarter	26.0%	23.3%	18.0%	19.7%	24.2%	21.5%	▲	Following a positive reduction in this indicator, this quarter has seen an increase in re-referrals. Work is underway to understand better the reasons for the increase, which sit within CSC but also cross the wider partnership.	20.8%
% Initial visits in time	Bigger is Better	Latest Quarter	77.3%	74.7%	71.8%	75.9%	70.4%	85.0%	▲	The transformation/re-model has been identified as a key factor in influencing performance of Children's & Families teams with Social Workers and Team Managers moving into new areas of work. This quarter will be a benchmark for the impact of the transformation, which started at the beginning of Quarter 1.	n/a
% of final decisions made within time for all contacts	Bigger is Better	Latest Quarter	66.9%	69.0%	60.9%	68.4%	65.0%	90.0%	▲	There are on-going challenges with capacity in the MASH and this is impacting on this performance. We continue to see high demand in terms of contact numbers that do not convert into a referral and this impacts on the overall capacity within the front door. There is a front door project underway to review demand into the system.	n/a

Children in Need of Help & Protection

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of Single Assessments completed within 45 working days	Bigger is Better	Latest Quarter	80.3%	78.0%	73.0%	74.0%	79.4%	85.0%	▲	Performance is improved and close to target. We continue to see some volatility linked to the changes in how new work is allocated in the remodelled structure, but systems are place to manage this.	81.1%
% of children with a second or subsequent Child Protection Plan	Smaller is Better	Latest Quarter	31.7%	34.9%	31.8%	37.9%	35.9%	25.0%	▲	This figure remains high and reflects some legacy issues of poor social care practice which mean that initial interventions were not always robust. Repeat CP plans within two years shows better performance, reflecting a greater focus in our more recent social work practice on getting support right at the earliest opportunity. The number of children starting a repeat plan within 2 years has reduced from 37 children in Quarter 2 2023/24 to 15 in Quarter 1 2024/25, though the reduction in numbers of plans overall means that the % figure has remained flat at around 13%.	24.0%
% of Child Protection Plans lasting 2 years or more	Smaller is Better	Snapshot	3.9%	0.8%	0.8%	2.2%	3.3%	1.6%	▲	This indicator show volatility due to the small numbers of children in scope. Case tracking processes and the county wide legal gateway panel are enduing that children do not drift on long CP plans.	2.3%
% Strategy discussions took place in 5 working days	Bigger is Better	Quarterly	93.0%	92.6%	96.3%	97.2%	94.6%	90.0%	★		n/a

Children in Care

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of Children who are fostered with in-house fostering	Bigger is Better	Snapshot	68.0%	69.0%	68.0%	69.0%	69.0%	70.0%	●	The service continues to perform well but plans are in place to improve recruitment and retention of carers and increase the proportion of children placed in house via an update fostering action plan.	n/a
% Children in Care over 2.5 yrs, same placement for 2 or more yrs	Bigger is Better	Snapshot	63.8%	62.8%	66.9%	64.9%	63.6%	68.0%	▲	Performance is marginally reduced this quarter. Work continues to ensure that carers and children have access to a range of support to help children stay in their homes longer. This is monitored via operational oversight, and also via the corporate parenting group.	69.9%
% Children in Care (CIC) reviewed in timescales	Bigger is Better	Latest Quarter	97.0%	97.6%	94.7%	94.5%	97.2%	95.0%	★		n/a
% of Children in Care with 3 or more placements in 12 months	Smaller is Better	Snapshot	14.6%	13.7%	14.5%	14.0%	13.7%	12.0%	▲	This figure shows marginal improvement, but continues to be impacted by lack of placement choice, as well as some care planning challenges in areas of the county.	9.6%
% Children in Care persistently absent	Smaller is Better	Snapshot	27.9%	16.2%	24.0%	25.6%	28.2%	15.0%	▲	While persistent absence is a national issue for school children, the decline in performance for children in care also links to the challenges in placement availability. There are new systems in place to have effective oversight when children are absent and move schools.	
% of children who have been admitted to care within 12 months of previously being in care	Smaller is Better	Latest Quarter	3.4%	3.3%	5.2%	6.8%	7.0%	7.0%	★		

Care Experienced Young People

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% in care aged 16, now aged 19-21 yrs in suitable accommodation	Bigger is Better	Snapshot	94.1%	91.3%	91.5%	93.5%	91.1%	95.0%	●		87.3%
% in care at 16, now aged 19-21 in employment/education/training	Bigger is Better	Snapshot	52.0%	46.1%	48.8%	53.4%	58.0%	75.0%	▲	There has been some marginal but steady improvement. There is a strategic Education, Training and Employment working group to address this and to report progress into the corporate parenting group.	54.1%

Transforming Children's Services

Education



Education

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Comments	Comparator Group
Number of Children with an EHCP	Plan is Best	Snapshot	5,576	5,696	5,866	6,056	6,234		n/a
Number of Children with an EHCP in progress	Smaller is Better	Snapshot	498	557	556	616	715		n/a
% of notifications to assess within 6 weeks of the date of request	Bigger is Better	Quarterly	96.1%	97.7%	97.5%	95.6%	99.8%		n/a
% of draft EHCPs issued within 16 weeks of the date of request	Bigger is Better	Latest Quarter	42.5%	36.1%	22.3%	30.1%	39.0%		n/a
% of EHCPs issued within 20 weeks of the date of request	Bigger is Better	Latest Quarter	40.4%	40.0%	26.7%	22.9%	38.9%		n/a
Number of pupils permanently excluded (all pupils)	Smaller is Better	Latest Quarter	34	31	43	46	64	The targets for permanent exclusions and suspensions have been removed as the Service reports they are not targets that they can directly affect or be held accountable for. Further discussion to take place during next quarter to explore the best way of reporting measures.	n/a
% of pupils persistently absent	Smaller is Better	Latest Quarter			19.7%	18.6%	23.8%		n/a
Number of Suspensions (All Pupils)	Smaller is Better	Quarterly	2,227	1,409	2,916	2,659	2,269	The targets for permanent exclusions and suspensions have been removed as the Service reports they are not targets that they can directly affect or be held accountable for. Further discussion to take place during next quarter to explore the best way of reporting measures.	n/a
Rate per 1,000 of children with an Education Health and Care Plan	Plan is Best	Latest Quarter	31.7	32.7	33.7	34.8	35.8		28.3

Transforming Adult Social Care Delivery

Contact Activity

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of all ASC Contacts with a decision within 1 working day	Bigger is Better	Latest Quarter	94.7%	93.0%	91.9%	93.4%	93.8%	95.0%	●	There were just over 21,500 contacts received that were closed within 1 working day. This is against a total of almost 23,000 contacts received in Quarter 1. Performance for this indicator has been slightly below the target of 95% for the last two years.	n/a
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	36.6%	36.2%	35.0%	32.8%	31.2%	33.0%	▲	The number of contacts closed to NFA was 5078, signposted was 1447, and information and advice was 640. This performance indicator has been on a downward trend for the last 3 quarters. This quarter is the first time performance has been below target.	n/a

Assessments

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of people having had a review of their needs in 12months	Bigger is Better	Snapshot	50.0%	51.8%	55.4%	67.9%	64.4%	75.0%	▲	Performance declined slightly in Q1, following steady improvement in previous quarters. Performance continues to be below the growth target of 75%. 61% For Long Term Plans 88% For Short Term Plans	n/a
% FAB Assessment visits completed within one working month	Bigger is Better	Quarterly								Report in development in order to be able to provide sight for this metric, now in final testing stage.	n/a
No. of new FAB Requests received within the quarter	Plan is Best	Quarterly	627	680	623	709	730			Data to be treated with caution as reporting in testing phase; 730 New FAB requests in Q1	n/a
	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24			Comments	Comparator Group
Average number of weeks people have been awaiting Brokerage	Smaller is Better	Snapshot	4.1	1.9	2.5	2.9		2.8		The average number of weeks a person has been waiting for brokerage has been static for the last 3 quarters. This has been between 2.5 and 2.9 weeks and this is between 17 and 20 days.	n/a

Hospital Discharge and Reablement

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of people who need no long term care after reablement	Bigger is Better	Latest Quarter								Unable to report on this measure due to issues obtaining data from the third party provider, linking data to subsequent outcomes for people and fully defining the timeframes involved in this metric.	

Adult Safeguarding

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% Adult Section 42 enquiries where risk was reduced or removed	Bigger is Better	Latest Quarter	81.5%	89.6%	89.7%	83.3%	88.8%	85.0%	★	In Q1 206 S42 Enquiries were completed. The outcomes were for 83 the risk was reduced, 42 the risk was removed, 33 ceased before conclusion, 25 identified no risk, 13 were inconclusive, and 10 where risk remains.	89.0%
% of S42 Enquiries open for more than 26 weeks	Smaller is Better	Latest Quarter	17.9%	12.8%	16.6%	18.5%	21.9%	20.0%	▲	At the end of Q1 there were 215 open S42 Enquiries with 37 of these being open for more than 26 weeks.	n/a

Transforming Adult Social Care

Commissioning

Quality Assurance

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of Gloucestershire ASC Providers rated Good/Outstanding by CQC	Bigger is Better	Latest Quarter	87.3%	86.4%	87.0%	86.6%	86.8%	90.0%	●	Number of providers rated Good 269, Outstanding 21, and Requires Improvement 44 which totals 334 providers.	n/a
	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Average waiting time for a Carers Care Act Assessment	Smaller is Better	Snapshot	16.0	19.0	16.0	14.0	10.0	30.0	★	Measured in working days	n/a

Long Term Care

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Permanent admission 18-64 residential/nursing care per 100K pop	Smaller is Better	Rolling Year	10.3	10.8	12.6	11.0	10.8	15.5	★	There were 41 permanent admissions in the year to 30th June 2024. Admission rates for the previous 4 quarters have been refreshed to reflect delays in the data entry	15.5
Permanent admission 65+ residential/nursing care per 100K pop	Smaller is Better	Rolling Year	448.8	496.4	559.3	619.4	594.2	539.0	▲	<p>There were 850 permanent admissions in the year to 30th June 2024.</p> <p>The number of permanent admissions for people aged 65+ has increased 33% on the same time last year.</p> <p>Admission rates for the previous 4 quarters have been refreshed to reflect delays in data entry</p>	539.0

Mental Health

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Comments	Comparator Group
% AMHP assessments outcome: MH Act detention/support/admission	Plan is Best	Latest Quarter	56.3%	55.6%	55.2%	54.9%	55.7%	In Q1 there were 271 Assessments with 280 outcomes. Detention under the MH Act - 132 Community Support or protection being put in place - 13 Informal Admission - 11 No Further Action/Other/Not Recorded - 124	n/a

Learning Disability

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Snapshot	64.4%	64.1%	63.6%	65.0%	64.3%	72.0%	▲	Quarter 1 there were 364 individuals in settled accommodation (living with family or independently - this does not include people living in supported accommodation, as the in-built report in the case management system does not reflect latest thinking in this area. This will not be rectified without two upgrades to adapt to change at a national level), 192 not in settled accommodation with the cohort totalling 566.	
People in employment with a disability supported by Forwards	Bigger is Better	Latest Quarter	772	809	892	936	966	850	★		n/a

Transforming Gloucestershire Fire and Rescue Service

Response

	▲ Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of Site-specific risk information visit (SSRIs) annual programme of work completed	Bigger is Better	Cumulative Financial YTD					27.2%	31.0%	▲	During the programme which spans from April 2024 to March 2025, 103 premises have been identified to receive a SSRI visit. At the end of Quarter 1, delivery was behind the scheduled target (27%, 28 premises). This is worse than target (31%, 32 premises out of the overall 1-year programme).	n/a
Average Response times to dwelling fires	Smaller is Better	Latest Quarter	9.19	9.15	9.12	9.35	9.07	9.00	●	<p>Timeliness of responding to all attended dwelling fires (National definition) has improved to 9 minutes 07 seconds (down from 9 minutes 35 seconds in the previous quarter). This is the best average response time since Quarter 3 2021/22.</p> <p>Performance has improved from worse than target to within tolerance of target (9 minutes) and is better than the comparator group average (9 minutes 11 seconds).</p>	9.11

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Statement of Intent Jun-24		Comments	Comparator Group
Number of Fatalities from all fires	Smaller is Better	Latest Quarter					2	0	▲	There were two fatalities from Fires attended in Quarter 1. The incidents took place at two separate dwelling fires, one in April and one in May. Response times for these incidents were better than the 9 minute target response time for dwelling fires (3 minutes 48 seconds and 6 minutes 53 seconds).	n/a

Prevention

	▲ Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	0.98	1.37	1.42	2.05	1.42	1.58	▲	The rate of Safe and Well visits has declined from 2.05 per 1,000 population (1,336 visits) in the previous quarter, to 1.42 per 1,000 population (927 visits). Performance has declined from better than to worse than target (1.58 per 1,000 population, 1,030 visits per quarter). The 1,030 visit per quarter target is divided between Wholetime Watches (60%) and CSAs (40%). Wholetime Watches completed 99.7% of their target (616 visits out of 618 target) while CSAs completed 75.5% of their target (311 visits out of 412 target).	1.90
% of Safe and Well Visits undertaken to those deemed vulnerable	Bigger is Better	Latest Quarter					87.9%	83.0%	★	The majority of Safe and Well visits undertaken were to people deemed vulnerable (87.9%). Performance is better than target and our comparator group average (76.4%, 2022/23).	76.4%
Rate of Dwelling fires per 10,000 population	Smaller is Better	Latest Quarter					1.13	1.09	●	The rate of Dwelling Fires was 1.13 per 10,000 population (74 dwelling fires), which is within tolerance of the seasonal target which aims to see a reduction in incidents over time (71 dwelling fires, 1.09 per 10,000 population). Although a seasonal-based increase would be expected, the number of dwelling fires was the same as the previous quarter (74 fires in Quarter 4 2023/24).	1.01

Protection

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of 2023-26 risk-based inspection programme audits completed	Bigger is Better	Cumulative	0.0%	4.5%	9.7%	14.8%	20.4%	28.0%	▲	During the programme which spans from June 2023 to March 2026, 2,343 premises have been identified for inspection. At the end of Quarter 1, delivery was behind the scheduled target (20.4%, 479 premises, against a target of 28%, 660 premises out of the overall 3-year programme). The target is set based on 5 inspectors completing 11 audits per month. In Quarter 1, there were 6 inspectors in post, but completion was impacted by staff sickness and training. The team expect the programme to be back on track by December 2024, due to the recruitment of 3 new staff members and allocating inspections based on risk level.	n/a

Delivering Our Ambitions

Performance

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
% of Council Strategy indicators that are on or ahead of target	Bigger is Better	Quarterly	67.1	68.5	69.4	64.9	63.9	65.0	●		n/a

Workforce

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Days lost to Sickness per FTE (excluding Schools and GFRS)	Smaller is Better	Latest Quarter	1.65	2.01	2.29	2.14	1.70	1.86	★		n/a
Turnover of children's social workers and senior practitioners	Smaller is Better	Rolling Year	23.4%	15.4%	17.7%	12.4%	12.0%	20.0%	★	A continuing improvement in this area reflects ongoing hard work to ensure that the right practitioners are recruited and that there is a clear programme of support during the ASYE and beyond.	n/a
% of Appraisals Completed	Bigger is Better	Rolling Year	75.7%	76.8%	77.9%	77.5%	74.0%	85.0%	▲		n/a

	Good Performance High/Low	Reporting Basis	Dec-19	Dec-20	Dec-21	Dec-22	Actual Dec-23	Target Dec-23		Comments	Comparator Group
Employee Engagement Index	Bigger is Better	Annual	94.4%	96.3%	94.2%	94.2%	82.4%	95.0%	▲	As a result of staff feedback, GCC introduced a new 5-point scale for all survey questions for the Annual Staff Survey 2023, which included more neutral answers, eg. neither agreeing nor disagreeing to questions in the survey, as well as increasing the number of free text boxes for additional comments. This has produced a richer and more complex set of data, although it means that we cannot directly compare the results from the last survey in 2022.	n/a

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Comments	Comparator Group
GCC Turnover (staff leaving as a % of all staff)	Smaller is Better	Rolling Year	12.2%	11.6%	11.3%	11.0%	11.3%		n/a
Turnover of all adults social workers and senior practitioners	Smaller is Better	Rolling Year	23.3%	22.4%	15.7%	21.4%	16.4%		n/a
Days lost to sickness/absence per FTE - Rolling Year	Smaller is Better	Rolling Year	8.33	8.17	8.23	8.50	8.55		8.70

Corporate Governance

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Number of reportable security incidents	Smaller is Better	Latest Quarter	0	2	2	1	1	3	★		n/a
% FOI/EIR request responses within legal time limits	Bigger is Better	Latest Quarter	94.0%	95.0%	97.0%	97.0%	93.0%	90.0%	★		n/a
% Subject Access Request responses within legal time limits	Bigger is Better	Latest Quarter	95.0%	92.0%	89.0%	90.0%	83.0%	90.0%	▲		n/a
Number of information decision notices upholding requestors position	Smaller is Better	Latest Quarter	0	0	0	0	0	1	★		n/a

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Number of Cases Upheld by Local Government Ombudsman	Smaller is Better	Latest Quarter	6	10	5	4	9	4	▲		n/a
Number of RIDDOR reportable incidents	Smaller is Better	Latest Quarter	2	0	3	0	4	5	★		n/a
Number of audit recommendations rated "high" outstanding beyond target date	Smaller is Better	Quarterly						4.0		The number of audit recommendations rated high outstanding beyond target date has not been reported in quarter one as there are some concerns around the accuracy of reporting. Discussions regarding outstanding recommendations are taking place with Executive Directors to ensure that an accurate position can be reported in quarter 2.	n/a

ICT

	Good Performance High/Low	Reporting Basis	Jun-23	Sep-23	Dec-23	Mar-24	Actual Jun-24	Target Jun-24		Comments	Comparator Group
Total number of ICT Priority 1 incidents raised per quarter	Smaller is Better	Latest Quarter	6	9	4	5	4	4	★		n/a