Quarter 2 2022/23

Purpose of the report
To provide a strategic overview of the Council's performance for Quarter 2 2022/23.

The following scorecards are enclosed:

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
Almost certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Probable (3)	3	6	9	12	15
Possible (2)	2	4	6	8	10
Rare (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-21	Sep-21	Dec-21	Mar-22	Actual Jun-22	Target Jun-22		Comments	Comparator Group
Council Carbon Emissions, buildings & transport (exc schools) Tonnes of CO2e	Smaller is Better	Year to Date	1,281.77	2,279.60	4,218.82	6,253.05	1,115.78	1,130.00	★	Too early in the year to know whether this is significant. The main difference seems to be a decrease in gas use for space heating, which may be weather related, and in fleet fuel use. This has more than offset the increase in office electricity use, which is presumably from increased office IT use with staff being in the office more post-Covid.	

	Good Performance High/Low	Reporting Basis	Jun-21	Sep-21	Dec-21	Mar-22	Actual Jun-22	Comments	Comparator Group
Renewable energy generation (kWh) from the Councils Estate (exc schools)	Bigger is Better	Year to Date	17,027,389	31,665,414	48,759,032	65,607,181	17,715,555		n/a

Waste

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Residual household waste per household (Kgs)	Smaller is Better	Forecast	457	440	440	436	428	479	★		
% of household waste sent for reuse, recycling and composting	Bigger is Better	Forecast	51.0%	51.5%	51.2%	52.0%	53.3%	51.0%	★	Additional wood being recycled at HRCs has led to an increase in this forecast recycling rate.	
Net power production (MWhr) by the Gloucestershire Energy From Waste facility	Bigger is Better	Forecast	29,130	34,138	33,547	35,227	28,620	29,100	●	Facility had its planned annual outage so was not operating for 2 weeks during August/September	n/a
% of waste diverted from landfill	Bigger is Better	Forecast	97.4%	97.4%	97.5%	97.6%	97.9%	92.8%	★		n/a

Improving Our Roads

Highways

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of 2 hour emergency repairs made on time	Bigger is Better	Latest Quarter	99.0%	99.0%	99.0%	99.0%	99.0%	96.0%			n/a
% of 24 hour defects repaired on time	Bigger is Better	Latest Quarter	99.0%	100.0%	100.0%	100.0%	100.0%	96.0%			n/a
% of 28 day defects repaired or made safe in time	Bigger is Better	Latest Quarter	97.0%	99.0%	99.0%	99.8%	100.0%	95.0%			n/a
% of structural maintenance programme delivered	Bigger is Better	Latest Quarter	61.0%	75.0%	86.0%	48.0%	70.0%	50.0%			n/a

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Comments	Comparator Group
Number of Winter maintenance runs completed	Smaller is Better	Quarterly	0	66	117	0	0		n/a
Average number of additional days to complete overdue 28 day defect repairs	Smaller is Better	Quarterly	11.45	5.17	2.40	1.90	0.00		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
Overall resident satisfaction with Highways network	Bigger is Better	Annual	52.0%	51.0%	52.0%	52.0%	50.0%	52.0%			n/a

	Good Performance High/Low	Reporting Basis	Mar-18	Mar-19	Mar-20	Mar-21	Actual Mar-22	Target Mar-22		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%			
% of the Non-principal classified roads where maintenance should be considered	Smaller is Better	Annual	5.0%	6.0%	5.0%	4.0%	5.0%	5.0%			

	Good Performance High/Low	Reporting Basis	Mar-18	Mar-19	Mar-20	Mar-21	Actual Mar-22	Comments	Comparator Group
% of unclassified roads where maintenance should be considered	Smaller is Better	Annual	13%	13%	12%	12%	13%		

Flooding

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% delivery of the annual gully emptying programme (as published on the website)	Bigger is Better	Latest Quarter	64.0%	83.0%	100.0%	34.0%	65.2%	50.0%			n/a

Road Safety

	Good Performance High/Low	Reporting Basis	Actual Apr - Jun 21	Actual Jul - Sep 21	Actual Oct - Dec 21	Actual Jan - Mar 22	Actual Apr - Jun 22	Forecast Apr - Jun 22		Comments Apr - Jun 22	Comparator Group
Number of killed and seriously injured people	Smaller is Better	Calendar Year to Date	130	238	327	93	174	139		Despite slightly fewer KSI casualties in Q2 compared to Q1 (81 compared to 93), this was still another disappointing quarter. There will be a comprehensive analysis of the circumstances and causes of these fatal and serious collisions. Evidence lead measures will form the basis of the new Road Safety Policy, which is currently being finalised. The Policy includes a target to reduce KSI casualties by 50% over the next 10 years. GCC also welcomes the new partnership approach towards reducing KSI's on the roads of Gloucestershire with the launch of the new Partnership in December 2022.	n/a

Sustainable Growth

Connectivity

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of premises with next generation broadband access (NGA) Superfast	Bigger is Better	Latest Quarter	96.4%	96.5%	96.6%	96.8%	96.9%	99.0%			n/a

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Comments	Comparator Group
% Gigabit (DOCSIS 3.1 or FTTP) Broadband coverage	Bigger is Better	Latest Quarter				60.3%	62.6%		n/a

Growth Hubs

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Number of light-touch business interactions supported by the Growth Hubs	Bigger is Better	Latest Quarter	74	65	65	59	40	70		Historically Growth hub interactions dip slightly over the summer months, and we would expect to see an increase in quarter 3 this year. However, we are still going through a period of recovery and understanding regarding changes to customer behaviour and will monitor this. There is also a plan to revisit the service level agreement with the Growth Hub	n/a

Prevention, Wellbeing and Communities

Addressing Public Health Inequalities

	Good Performance High/Low	Reporting Basis	Jun-21	Sep-21	Dec-21	Mar-22	Actual Jun-22	Target Jun-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	4.4%	3.8%	4.1%	4.3%	4.3%	6.3%		The Q1 performance is 4.3% (57/1,325), which is the same as the previous quarter. Projecting forward by 6 months we are anticipating that this performance will slowly increase recovering to around 5%. There are multiple reasons for this low performance including the halt on discharges and enhanced risk-management brought about by the pandemic which still affects this metric. This is also affected by the relative size of the opiate caseload and that there are a cohort of entrenched opiate users who are resistant to moving through treatment, and work is underway to improve progress within this cohort. It would require 30 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	21.3%	18.3%	20.3%	23.7%	26.4%	33.2%		The Q1 performance is 26.4% (181/684), this is an increase from last quarter. Projecting forward 6 months from this point we are anticipating that the performance will continue to slowly improve recovering to around 29%. There are multiple reasons for this low performance including the halt on discharges and enhanced risk-management brought about by the pandemic which still affects this metric. 73 further completions would be required to bring this to LA family comparator top quartile.	33.2%
Proportion of adult alcohol misusers who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	25.9%	23.3%	26.7%	29.5%	35.6%	35.0%		The Q1 performance is 35.6% (291/817), this is an increase from the last quarter and now above target. Projecting forward 6 months we are anticipating that the performance will continue to increase to around 38%. 49 further completions would be required to bring this to LA family comparator top quartile.	36.9%
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Quarter in Arrears	82.0%	80.0%	67.0%	80.0%	66.0%	70.0%		The service continues to achieve good outcomes with 66% of pregnant women achieving a 4-week quit in Q1. This is lower than the Q4 figure (80%) but still significantly higher than the latest national data (20/21) figure of 48%. The target for this indicator is 70% - the service has achieved 42/64 4 week quits which is 3 quits short of achieving the 70% target. The service is aware that the 66% is lower than their usual rate and a case review has identified that improvements are required to the induction of new staff, which the provider is addressing.	n/a
% of HLS customers that achieve a significant risk factor improvement	Bigger is Better	Quarter in Arrears	63.6%	62.0%	67.3%	68.4%	71.0%	65.0%		The number of people engaging with the service and achieving an improvement has increased to 1168/1644 compared to 649/949 in Q4. The percentage achieving improvement has also increased to 71% compared to 68.4% in Q4. The increase is largely due to a significant increase in those attending Slimming World in the 3 months post-Christmas and who then achieved a 5% improvement.	n/a

	Good Performance High/Low	Reporting Basis	Sep-17	Sep-18	Sep-19	Sep-20	Actual Sep-21	Comments	Comparator Group
% Reception Children with obesity (including severe obesity)	Smaller is Better	Academic Year	9.0%	9.8%	9.1%	10.0%	13.6%	In 2020/21, Gloucestershire saw an increase in reception-age children with obesity or severe obesity compared with pre-pandemic levels. Data for Reception has not been published at local authority level, we have therefore been unable to benchmark our performance against peer comparators. However, the increase in prevalence of obesity or severe obesity in Gloucestershire has been reflected at both a regional and national level.	n/a
% Year 6 Children with obesity (including severe obesity)	Smaller is Better	Academic Year	16.2%	16.3%	18.3%	18.4%	21.6%	In 2020/21, Gloucestershire saw an increase in Year 6 children who have obesity or severe obesity compared with pre-pandemic levels. **However it should be noted that this was based upon a 10% sample, so performance should be seen as an estimation.** Data for Year 6 has not been published at local authority level, we have therefore been unable to benchmark our performance against peer comparators. However, the increase in prevalence of obesity or severe obesity in Gloucestershire has been reflected at both a regional and national level.	n/a
Reception: Inequality in the prevalence of obesity (including severe obesity	Smaller is Better	Academic Year	7.3%	7.4%	6.8%	5.3%	8.5%	The Slope Index of Inequality (SII) is a measure of the social gradient in child obesity, i.e. how much child obesity varies with deprivation. Gloucestershire saw an increase in the SII for Reception-age children compared to pre-pandemic figures. SII data has not yet been released at a regional or national level for 2020/21.	n/a
Year 6: Inequality in the prevalence of obesity (including severe obesity)	Smaller is Better	Academic Year	13.1%	12.2%	16.7%	18.0%	16.3%	The Slope Index of Inequality (SII) is a measure of the social gradient in child obesity, i.e. how much child obesity varies with deprivation. The estimated figures for Year 6-age children in Gloucestershire appears to have remained constant compared to pre-pandemic figures. SII data has not yet been released at a regional or national level for 2020/21.	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
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). Whilst the National rate has remained constant (10.4), the Regional rate has too seen a slight increase since 2018-2020 (from 11.6 to 12), resulting in Gloucestershire remaining above the national average rate and below the rate for the South West. 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.	

Transforming Children's Services

Children's Social Care

Quality Assurance

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of audits judged as good or better	Bigger is Better	Latest Quarter	38.0%	31.0%	37.0%	40.0%	34.0%	50.0%	▲	Performance is reflective of pressures across the system. 93% of case audits were R.I. or better in Quarter 2. Due to capacity issues, there was a reduction in the number of audits completed in Quarter 2. This impacts the robustness of quality assurance.	n/a
% of Children open to Social Care with 2 or fewer Social Workers in 6 months	Bigger is Better	Snapshot	84.4%	84.4%	84.2%	85.9%	86.5%	90.0%	●	Stability of Social Worker remains within tolerance of target against a growing number of children open to Social Care overall.	n/a

Contact Activity

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of referrals to Social Care that are re-referrals within 12 months	Smaller is Better	Latest Quarter	24.4%	23.5%	25.5%	24.5%	27.4%	21.5%	▲	Within the quarter, re-referrals saw a spike in July (28.0%) and September (29.6%) which is likely to relate to referrals from schools in the lead up to and following the Summer holidays. However, there are other factors affecting the re-referral rate as repeat work was lower at the same time last year (24.4%).	21.3%
% of Initial Decisions made within 24 hours for all contacts	Bigger is Better	Latest Quarter	81.2%	71.9%	70.6%	67.1%	68.1%	90.0%	▲	Timeliness of initial decisions following contact remained similar to last quarter and significantly worse than target.	n/a
% Initial visits in time	Bigger is Better	Latest Quarter	78.2%	69.9%	62.4%	68.9%	58.9%	85.0%	▲	The improvement in performance last quarter has not been sustained. Fewer than 60% of children had a timely visit following referral in Quarter 2. Work is being undertaken within localities to test different approaches in order to try to tackle underperformance.	n/a

Children in Need of Help & Protection

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of Children in Need who have been on a plan for 12 months or more	Smaller is Better	Snapshot	4.0%	3.8%	4.2%	4.2%	4.8%	5.0%	★	Minor increase in the proportion of Children in Need with a plan for more than 12 months since December, at risk of becoming worse than target.	n/a
% of Single Assessments completed within 45 working days	Bigger is Better	Latest Quarter	83.2%	79.6%	77.4%	80.4%	81.0%	90.0%	▲	In July, performance was within tolerance of target at 87%, however, this was not sustained and declined to 76.2% in September resulting in performance for the quarter remaining fairly static against previous quarters.	89.6%
% of Children becoming the subject of a Child Protection Plan for a second or subsequent time	Smaller is Better	Latest Quarter	27.4%	27.3%	29.5%	23.2%	42.0%	23.5%	▲	Repeat protection planning was at the highest level recorded to date in Quarter 2 (42%). The number of children starting second and subsequent plans has reduced over the last 3 quarters, from 89 to 66 (down 26%). However, the overall number of children starting a protection plan has also reduced over the same period (from 326 to 157 children, down 52%). This has resulted in a high proportion of repeat work due to the smaller overall cohort of children. Over the rolling year, 29% of children made subject to a protection plan had had a previous plan compared to the peer comparator average of 21.3%.	23.8%
% of Children subject to Child Protection Plans lasting 2 years or more	Smaller is Better	Snapshot	3.1%	2.4%	3.3%	3.4%	3.1%	2.0%	▲	This relates to 24 children, 11 of whom are in pre or court proceedings.	1.7%

Children in Care

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of Children who are fostered who are placed with the in-house fostering service	Bigger is Better	Snapshot	64.0%	64.0%	68.0%	66.0%	66.0%	70.0%		This is a key focus of the transformation programme and the finance recovery plan. The revised Sufficiency Strategy will set out our longer-term vision and initiatives to enhance capacity, such as Southfield, alongside enhancing our Edge of Care offer through transformation. These actions will take some time to impact on our current position.	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	66.0%	65.6%	65.9%	64.0%	63.0%	68.0%		At the end of last quarter, the highest number of children in care were settled in a home to date (160 children, 64%). Performance was down slightly compared to the previous quarter due to an increase in the overall number of children in care who had been in care for more than 2 ½ years. In quarter 2, we have seen some slippage in long-term stability (153 children, 63%). Performance continues to be worse than target (68%) and the peer group average (70%, Mar-21).	70.0%
% Children in Care (CIC) reviewed in timescales	Bigger is Better	Latest Quarter	98.9%	97.4%	97.4%	94.8%	96.6%	100.0%			n/a
% of Children in Care with 3 or more placements in the last 12 months	Smaller is Better	Snapshot	16.2%	13.2%	12.5%	12.3%	14.1%	12.0%		The number of children in care experiencing short-term placement instability had been following an incrementally reducing trend since July 2021 (down from 139 children), against an increasing overall number of children in care. However, at the end of Quarter 2, the number of children who have moved home three or more times in the last 12 months increased from 105 to 122 (12.1% to 14.1%), eroding the gains that had been made.	9.5%
% Children in Care persistently absent	Smaller is Better	Snapshot	18.4%	22.5%	23.9%	24.5%	16.4%	5.0%			
% of children who have been admitted to care within 12 months of previously being in care	Smaller is Better	Latest Quarter	3.4%	7.8%	10.3%	13.6%	4.8%	7.0%			

Care Experienced Young People

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of Young People aged 19-21 who were looked after aged 16 who were in suitable accommodation	Bigger is Better	Snapshot	94.4%	90.4%	93.8%	94.0%	90.7%	95.0%		The proportion of 19-21 year olds living in homes categorised as 'suitable' reduced this quarter and is at risk of becoming worse than target. Living arrangements for 16-18 year olds also declined, from 86.9% at the end of Quarter 1 to 80.4% at the end of this quarter.	87.9%
% 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%	44.9%	45.1%	43.3%	45.0%	25.0%		Performance is similar to the same time last year and remained fairly static throughout the year. However, we did have the highest number of young people recorded to date as in Higher Education at the end of September (30 care experienced young people).	48.8%

Education

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Number of Suspensions (All Pupils)	Smaller is Better	Quarterly	611	1,459	1,598	1,385	639	685			n/a
Number of pupils permanently excluded (all pupils)	Smaller is Better	Latest Quarter	11	35	40	23	9	20			n/a
% of pupils attending good or outstanding Secondary Schools	Bigger is Better	Snapshot	81.0%	85.0%	91.0%	93.0%	94.4%	85.0%			n/a
% of pupils attending good or outstanding Primary Schools	Bigger is Better	Snapshot	86.0%	87.0%	86.0%	87.0%	87.8%	88.0%			n/a
% of good or outstanding Early Years Settings	Bigger is Better	Snapshot	91.7%	90.9%	91.1%	90.4%	90.5%	92.0%			n/a

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Comments	Comparator Group
Rate per 1,000 of children with an Education Health and Care Plan	Plan is Best	Latest Quarter	26.6	27.6	28.0	29.2	30.3		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%			

Transforming Adult Social Care
Delivery

Contact Activity

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of all ASC Contacts with a decision within 1 working day	Bigger is Better	Latest Quarter	93.7%	96.7%				95.0%		We remain unable to report on this metric whilst this PowerBI dashboard remains unavailable	n/a
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	35.6%	35.4%	34.7%	38.6%	36.6%	33.0%			n/a

Assessments

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		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	52.1%	42.0%	50.7%	42.4%	44.8%	55.0%		At the end of September 2022 there were 2,598 individuals overdue a Care Act Review which is a decrease of 323 compared to the position at the end of June 2022. This equates to 44.8% of the total long-term Social Care clients who have an up-to-date review.	n/a

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Comments	Comparator Group
Average number of weeks people have been awaiting Brokerage	Smaller is Better	Snapshot				4.8	4.0	At the end of September 2022 there were 494 people awaiting the brokering of their pack of care (up from 473 at the end of June 2022). Of these: • 70.2% (347 people) had been waiting for less than 1 month • 18.2% (90 people) had been waiting for 1-2 months • 7.1% (35 people) had been waiting for 2-3 months • 4.5% (22 people) had been waiting for more than 3 months.	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%	At the end of September 2002 there 235 Open Assessments of which 167 had been open for 60 working days or longer. This includes 13 Assessments which were commenced in 2021.	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%	There were 536 Assessments closed in the quarter of which 473 (88.2%) took more than 19 working days to complete.	n/a

Hospital Discharge and Reablement

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	89.5%	91.3%	89.4%	90.0%		85.0%		We are unable to report on this metric as this PowerBI dashboard has been unavailable since 15 June 2022	n/a

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
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	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of Section 42 enquiries this quarter where the risk was reduced or removed	Bigger is Better	Latest Quarter	85.3%	87.3%	81.8%	81.7%	82.6%	85.0%		There were 155 Section 42 closures during Quarter 2. Of these only 11 (7.1%) were closed with the Risk Remaining, however there were 16 closures (10.3%) where the outcome was 'Inconclusive'.	84.5%
% of S42 Enquiries open for more than 26 weeks	Smaller is Better	Latest Quarter	39.1%	26.2%	24.2%	17.7%	20.1%	25.0%		At the end of September 2022 there were 169 open Section 42 Enquiries (down by 6 from the end of Quarter 1 2022/23). Of these 34 (20.1%) had been open for more than 26 weeks.	n/a

Transforming Adult Social Care
Commissioning

Quality Assurance

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of GCC Commissioned Providers judged to be Good or Outstanding by CQC	Bigger is Better	Latest Quarter	92.3%	92.6%	91.2%	91.3%	90.2%	90.0%	★	Latest data from CQC (in relationship to 235 Social Care providers) indicates: • 14 providers are rated as Outstanding - down from 18 at Quarter 1 2022/23 • 198 providers are rated as Good - down from 203 at Quarter 1 2022/23 • 23 providers are rated as Requires Improvement - up from 20 at Quarter 1 2022/23 • There are no providers rated Inadequate - down from 1 at Quarter 1 2022/23	n/a

Assessments

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Average waiting time for a Care Act Compliant Assessment (in working days)	Smaller is Better	Snapshot	17.0	17.0	17.0	6.0	6.0	30.0	★		n/a

Long Term Care

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	16.4	14.8	15.1	14.0	5.9	11.7	★	There were 22 permanent admissions in the 12 months to 30 September 2022. Admission rates for the previous 4 quarters have been refreshed to capture delays in data entry.	11.7
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	274.7	267.5	253.9	232.4	228.8	421.2	★	There were 319 permanent admissions in the 12 months to 30 September 2022. Admission rates for the previous 4 quarters have been refreshed to capture delays in data entry.	421.2

Mental Health

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of referrals for an AMHP assessment that led to support or protection being put in place	Bigger is Better	Latest Quarter	60.9%	60.5%	57.4%	56.0%	62.0%	60.0%	★	There were 350 AMHP Assessments completed in the quarter (up by 10.8% from Quarter 1). The outcome from 217 Assessments (62%) 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	88.0%	89.0%	89.0%	89.0%	88.0%	85.0%	★	August 2022 figure as supplied by GHC	55.0%

Learning Disability

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Snapshot	79.1%	78.6%	78.6%	78.6%	78.6%	78.0%	★		73.8%
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	560	●		n/a

	Good Performance High/Low	Reporting Basis	Mar-18	Mar-19	Mar-20	Mar-21	Actual Mar-22	Comments	Comparator Group
% of Adults with Learning Disabilities in Employment	Bigger is Better	Annual	6.4%	3.1%	0.8%	2.7%		Update for 2021/22 due in Autumn 2022, however at the end of September 2022 there were 48 individuals (known to Adult Social Care) supported via the Forwards programme	n/a

Transforming Gloucestershire Fire and Rescue Service

Response

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Average Response times to dwelling fires	Smaller is Better	Latest Quarter	9.29	7.03	9.14	9.17	9.17	9.00			8.37

Prevention

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	83.0%	78.4%	79.0%	80.0%	82.0%	75.0%			68.0%
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	0.83	0.89	0.89	0.94	0.93	2.35		performance continues to be significantly below target and comparable group. 597 Safe and wells were completed and 241 HFSC in Q2 down on Q1. There have been a number of staff sicknesses within the prevention team which has had a knock-on effect on performance.	1.50
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	63	74	60	68	73	57		A review of Accidental dwelling fires has identified that most fires occur in the kitchen due to a cooking appliance, between 4pm and 8pm with a high proportion started by adults over the age of 18. Work is underway to assess and reduce these numbers through community events and groups, continued media coverage and investment into more tools and staff to reach and target the areas where most fires occur.	103

Protection

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of 7.2d premises within required frequency	Bigger is Better	Latest Quarter	87.5%	68.8%	88.9%	93.0%	75.0%	100.0%		Performance has dipped due to a system issue which staff were not aware of and had meant that some visits were not showing as complete on the actual visit date, therefore performance should be 100%.	n/a
% of Annual Risk Based Inspection Plan Programme of work completed within timeframes	Bigger is Better	Latest Quarter				19.0%	37.0%	50.0%		This indicator has been amended to reflect the RBIP, the annual inspection program of premises deemed the highest risk. The RBIP equates to 1452 inspections to be complete in 2022/23. This will therefore break down to 363 per quarter as a percentage growing 25% every quarter to 100% by Q4 end.	n/a

Delivering Our Ambitions

Performance

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
% of Council Strategy indicators that are on or ahead of target.	Bigger is Better	Latest Quarter	60.3%	59.2%	60.0%	58.1%	59.7%	65.0%	▲		n/a

Workforce

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Days lost to Sickness per FTE (excluding Schools and GFRS)	Smaller is Better	Latest Quarter	2.19	2.55	2.36	1.93	2.20	1.80	▲	GCC Overall sickness absence of 2.20 average working days lost per FTE (AWDL FTE) this quarter (Q2 22/23) is higher than last quarter (1.93, Q1 22/23), and slightly higher compared to the same point last year (2.19, Q2 21/22).	n/a
% of appraisals completed	Bigger is Better	Latest Quarter	39.4%	46.7%	48.4%	11.9%	34.3%	75.0%	▲		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	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Comments	Comparator Group
GCC Turnover (staff leaving as a % of all staff)	Smaller is Better	Rolling Year	11.6%	12.1%	13.3%	13.9%	14.0%		n/a
Turnover of all adults social workers and senior practitioners	Smaller is Better	Rolling Year	16.2%	15.3%	15.5%	15.4%	17.2%		n/a
Turnover of all children's social workers and senior practitioners	Smaller is Better	Rolling Year	22.1%	22.9%	24.8%	26.2%	24.7%		n/a
Days lost to sickness/absence per FTE - Rolling Year	Smaller is Better	Rolling Year	6.97	7.91	8.93	9.35	9.40		7.38

Corporate Governance

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Number of reportable security incidents	Smaller is Better	Latest Quarter	0	1	0	2	1	14	★	There has been 1 security incident reported to the ICO this quarter. This was reported on 18.07.22 following receipt of a complaint that a social worker had potentially shared information inappropriately.	n/a
Number of information decision notices upholding the requestors position	Smaller is Better		0	0	0	0	0	2	★	No official decision notices upholding the requestor's position have been issued by the ICO.	n/a
% of FOI/EIR requests responded to on time	Bigger is Better	Latest Quarter	82.0%	81.0%	83.0%	82.0%	85.0%	90.0%	▲		n/a
% of SAR requests responded to on time	Bigger is Better	Latest Quarter	51.0%	50.0%	44.0%	44.0%	64.0%	90.0%	▲	While the proportion of Subject Access Requests (SARs) released within the quarter remains below the Information Commissioners Office's (ICO) recommended target of 90%, performance has improved by 20% points (64%). Improvement can be attributed to ongoing development, lower levels of demand within quarter, and proactive backlog management.	n/a

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Number of Cases Upheld by Local Government Ombudsman	Smaller is Better	Latest Quarter	4	4	5	2	4	2	▲		n/a
Number of RIDDOR reportable incidents	Smaller is Better	Latest Quarter	2	0	3	1	1	5	★		n/a
Audit recommendations outstanding beyond target date	Smaller is Better	Latest Quarter	26	1	8	5	7	0	▲	Follow up audits are due to be completed in 2023/24.	n/a

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Comments	Comparator Group
Number of FOIs & EIRs	Plan is Best	Latest Quarter	285	286	335	350	276		n/a
Number of Information Security breaches	Smaller is Better	Latest Quarter	230	211	244	235	222		n/a
Number of SARs	Plan is Best	Latest Quarter	104	100	102	103	95		n/a

ICT

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Total number of ICT Priority 1 incidents raised per quarter	Smaller is Better	Latest Quarter	2	10	17	5	6	3	▲	Although there was an increase in the number of Priority 1 incidents this quarter and are above target, volumes are still lower than average which reflects improvement to overall stability of services. All P1s raised this quarter related to third-party services. 1 of total 6 had no impact on GCC users. Jul-22 25/07 - No calls could be connected on Finesse platform, impacting inbound telephony to the customer Contact Centre teams and internal Service Desk. Cause was a change made to telephony infrastructure outside of GCC's estate and management, by third party Daisy. Aug-22 25/08 - Shared and Personal drives unavailable for some users. Not a full outage as not all servers were affected. Cause was lack of disk space in the storage layer and service was restored by adding more disk space. Third party Cantium have confirmed the increase provides sufficient headroom for growth and have enhanced the monitoring and alerting to ensure earlier notification when disk nears capacity. 30/08 - Citrix/Blue layer unavailable to all users. Cause was expired security certificates and service was restored by implementing valid certificates. The certificates for this service were not under management as they had not been documented by the previous service provider, Sopra Steria. Actions taken to prevent reoccurrence and assure the estate, resulted in another P1: see 23/09. 30/08 - Liquidlogic Children's System/EHM unavailable. Caused was lack of disk space on the database server due to large log files, and service was restored by third party Cantium shrinking the log files. The disk space was not alerted due to a fault with the Datto monitoring tool, which Cantium advise has been fixed. Datto monitoring is now subject to regular review to ensure faults are found before service is impacted. Sep-22 06/09 - [No user impact] A server used for the Backup process failed during an upgrade, which caused the Backup to fail. Third party Cantium worked with third party Veritas to restore the server, and the Backup process resumed from 07/09. Cause was a permissions issue and Cantium procedures are updated to include a permissions check before start of upgrade. 23/09 - Wallboards for customer Contact Centre teams and internal Service Desk were unavailable. Cause was a security scan being run during working hours, which caused server CPU to max out and interrupted servers. The scan was being run to identify all security certificates on the GCC estate (see 30/08). This had been carried out as an operational activity outside of change control. In future similar scans will be controlled under the Change Management process to minimise risk of service disruption.	n/a