Corporate Overview & Scrutiny Committee

Quarter 2 2023/24

Purpose of the report

To provide a strategic overview of the Council's performance for Quarter 2 2023/24.

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
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-22	Sep-22	Dec-22	Mar-23	Actual Jun-23	Target Jun-23		Comments	Comparator Group
Council Carbon Emissions, buildings & transport (exc schools) Tonnes of CO2e	Smaller is Better	Year to Date	1,091.33	1,999.67	3,510.06	4,852.44				Caution is advised in relation to renewable energy generation and carbon emissions performance. There have been staff changes and absence in this area and it is not clear whether reported data is currently accurate based on the significant change we are seeing in performance levels this quarter (around 25% compared with the same period last year). Consequently, the figures will be investigated with the relevant teams ahead of the next reporting period.	3,310.90

	Good Performance High/Low	Reporting Basis	Jun-22	Sep-22	Dec-22	Mar-23	Actual Jun-23	Comments	Comparator Group
Renewable energy generation (kWh) from the Councils Estate (exc schools)	Bigger is Better	Year to Date	17,715,555	32,115,591	48,778,694	48,811,997	96,064		n/a

Waste

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Residual household waste per household (Kgs)	Smaller is Better	Forecast	428	420	423	423	424	479	★		537
% of household waste sent for reuse, recycling and composting	Bigger is Better	Forecast	53.3%	52.7%	52.3%	52.5%	52.9%	51.0%	★		46.8%
Net power production (MWhr) by the Gloucestershire Energy From Waste facility	Bigger is Better	Forecast	28,620	33,276	32,194	32,144	24,863	29,100	▲	Net power production from the Energy from Waste facility fell below the local target this quarter, with 24,863 MWhr of electricity generated against a target of 29,100 MWhr. This was anticipated due to the annual two week maintenance shutdown and there is confidence that the annual target of 116,400MWhr will be achieved.	n/a
% of waste diverted from landfill	Bigger is Better	Forecast	97.9%	96.7%	97.7%	97.7%	97.7%	92.8%	★		n/a

Improving Our Roads

Highways

	▲ Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of 2 hour emergency repairs made on time	Bigger is Better	Latest Quarter	99.0%	99.3%	99.3%	99.5%	99.5%	96.0%	★		n/a
% of 24 hour defects repaired on time	Bigger is Better	Latest Quarter	100.0%	100.0%	99.9%	100.0%	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%	99.9%	100.0%	100.0%	95.0%	★		n/a
% of structural maintenance programme delivered	Bigger is Better	Latest Quarter	70.0%	82.5%	94.8%	29.8%	76.0%	50.0%	★		n/a

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23		Comments	Comparator Group
Number of Winter maintenance runs completed	Smaller is Better	Quarterly	0	105	130	5	0			n/a
Average number of additional days to complete overdue 28 day defect repairs	Smaller is Better	Quarterly	0.00	0.00	9.00	0.00	0.00			n/a
Number of repairs to non safety defects	Bigger is Better	Latest Quarter				3,470	10,700			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	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% delivery of the annual gully emptying programme (as published on the website)	Bigger is Better	Latest Quarter	65.2%	85.8%	100.0%	40.4%	51.3%	50.0%	★		n/a

Road Safety

	Good Performance High/Low	Reporting Basis	Actual Apr - Jun 22	Actual Jul - Sep 22	Actual Oct - Dec 22	Actual Jan - Mar 23	Actual Apr - Jun 23	Forecast Apr - Jun 23		Comments Apr - Jun 23	Comparator Group
Number of killed and seriously injured people	Smaller is Better	Calendar Year to Date	175	272	408	115	223	202	🔺	KSI casualties are still above the forecast, however the total for the latest 3 months is lower than the first quarter of 2023. The number of fatalities is half that for the same period last year (9 compared to 18). The Deep Dive has identified rural high speed routes, urban main road corridors and high footfall areas as a priority and schemes are being developed for these, including average speed cameras and 20mph speed limits. Data from Community Speed Watch camera sites has demonstrated very positive early results in improving speed limit compliance.	n/a

Sustainable Growth

Connectivity

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of premises with next generation broadband access (NGA) Superfast	Bigger is Better	Latest Quarter	96.9%	97.1%	97.4%	97.4%	97.7%	99.0%	🟠		n/a
% Gigabit (DOCSIS 3.1 or FTTP) Broadband coverage	Bigger is Better	Latest Quarter	62.6%	65.1%	67.3%	68.7%	70.4%	69.0%	⭐		69.6%

Growth Hubs

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Number of light-touch business interactions supported by the Growth Hubs	Bigger is Better	Latest Quarter	40	64	46	41	47	70	🔺	We have yet to capture data from our Innovation Labs for this metric which will increase the figure, this will be added in from next quarter. We have also refreshed staff understanding on what to capture and report on.	n/a

Levelling Up Our Communities

Addressing Public Health Inequalities

	Good Performance High/Low	Reporting Basis	Jun-22	Sep-22	Dec-22	Mar-23	Actual Jun-23	Target Jun-23		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	4.3%	5.0%	5.1%	4.6%	4.8%	6.3%	▲	The Q1 performance is 4.8 % (63/1,309), which is slight increase from the previous quarter. Projecting forward by 6 months we are anticipating that this performance will increase to around 5.4%. The primary reason for this current instability in performance is the anticipated effect of the recommissioning of the service which will likely mean that it remains unstable as we move toward the start of the new contract. It would require 8 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	26.4%	28.4%	29.4%	29.3%	27.3%	33.2%	▲	The Q1 performance is 27.3% (198/726), this is a slight increase from last quarter. Projecting forward 6 months from this point we are anticipating that the performance will drop further to around 26%. The primary reason for this current instability in performance is the anticipated effect of the recommissioning of the service which will likely mean that it remains unstable as we move toward the start of the new contract. A further 59 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	35.6%	37.6%	38.9%	37.3%	33.7%	35.0%	●	The Q1 performance is 33.7% (271/803), as had been expected this is a decrease from the last quarter and below target. Projecting forward 6 months we are anticipating that the performance will remain below target at around 34%. The primary reason for this instability in current performance is the anticipated effect of the recommissioning of the service which will likely mean that it remains unstable as we move toward the start of the new contract. 34 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	66.0%	90.0%	80.0%	88.0%	86.0%	80.0%	★	The target for this indicator has now increased from 70% to 80%. The service continues to perform well with 86% (42/49) of pregnant women achieving a 4-week quit in Q1 compared to 88% (42/48) in Q4. This is significantly higher than the latest national data (April 2022 to March 2023) of 46.1%.	n/a
% of HLS customers that achieve a significant risk factor improvement	Bigger is Better	Quarter in Arrears	71.0%	71.4%	70.5%	68.7%	73.5%	65.0%	★	The performance for this indicator has improved with the percentage achieving a risk factor improvement in Q1 being 73% (1010/1375) compared to 69% (662/964) in Q4 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-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.	11.4

Transforming Children's Services
Children's Social Care

Quality Assurance

.	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of audits judged as good or better	Bigger is Better	Latest Quarter	34.0%	47.0%	53.0%	48.0%	56.0%	65.0%	▲		n/a
% of Children open to Social Care with 2 or fewer Social Workers in 6 months	Bigger is Better	Snapshot	86.5%	85.1%	86.5%	87.3%	86.4%	90.0%	●		n/a

Contact Activity

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of referrals to Social Care that are re-referrals within 12 months	Smaller is Better	Latest Quarter	26.2%	27.0%	28.6%	26.3%	23.4%	21.5%	▲		20.1%
% Initial visits in time	Bigger is Better	Latest Quarter	68.5%	70.7%	75.9%	77.3%	72.4%	85.0%	▲		n/a
% of final decisions made within time for all contacts.	Bigger is Better	Latest Quarter				66.9%	69.0%	90.0%	▲		n/a

Children in Need of Help & Protection

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Single Assessments completed within 45 working days	Bigger is Better	Latest Quarter	81.0%	73.6%	75.4%	84.1%	80.8%	85.0%	●		82.4%
% of Children becoming the subject of a Child Protection Plan for a second or subsequent time	Smaller is Better	Latest Quarter	42.0%	20.5%	22.4%	31.7%	34.9%	25.0%	▲	Following a second quarter of high repeat child protection planning, The Ambitions Board have commissioned a review to be brought back to the November meeting.	25.3%
% of Children subject to Child Protection Plans lasting 2 years or more	Smaller is Better	Snapshot	3.1%	1.3%	1.8%	3.9%	0.8%	1.6%	★	This equates to 5 children (3 of whom are currently in court proceedings). This is the lowest proportion of children on a long-term plan reported to date.	1.6%
% Strategy discussions took place in 5 working days	Bigger is Better	Quarterly	65.0%	67.1%	89.2%	93.0%	92.6%	90.0%	★		n/a

Children in Care

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Children who are fostered who are placed with the in-house fostering service	Bigger is Better	Snapshot	66.0%	67.0%	68.0%	68.0%	69.0%	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	63.0%	62.3%	66.1%	63.8%	62.8%	68.0%	▲		71.1%
% Children in Care (CIC) reviewed in timescales	Bigger is Better	Latest Quarter	96.0%	96.0%	98.0%	97.0%	97.0%	95.0%	★		n/a
% of Children in Care with 3 or more placements in the last 12 months	Smaller is Better	Snapshot	14.1%	13.8%	14.8%	14.6%	13.7%	12.0%	▲		9.7%
% Children in Care persistently absent	Smaller is Better	Snapshot	16.4%	24.8%	25.1%	27.9%	16.2%	15.0%	▲		
% of children who have been admitted to care within 12 months of previously being in care	Smaller is Better	Latest Quarter	4.8%	6.1%	11.5%	3.4%	3.3%	7.0%	★		11.4%

Care Experienced Young People

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-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	90.7%	91.9%	91.1%	94.1%	91.3%	95.0%	●	Figures from web report RS_JRL21388_CareLeavers at end of September	86.1%
The proportion of young people aged 19-21 who were looked after aged 16 that are in employment, education or training	Bigger is Better	Snapshot	55.0%	56.4%	58.5%	52.0%	46.1%	75.0%	▲	At the end of September, just under half of care experienced people were in education, employment or training (EET) (47%). Performance was lower than at the same time last year overall (57%) and for each age group (16-18 years olds 49% compared with 60%, 19-21's and over 21's 46% compared with 55%).	52.9%

Transforming Children's Services
Education

Education

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Number of Suspensions (All Pupils)	Smaller is Better	Quarterly	863	2,017	2,699	2,152	1,072	1,375	★		n/a
Number of pupils permanently excluded (all pupils)	Smaller is Better	Latest Quarter	9	30	46	37	38	20	▲		n/a
% of pupils attending good or outstanding Secondary Schools	Bigger is Better	Snapshot	94.4%	94.4%	89.0%	88.9%	88.9%	85.0%	★		81.0%
% of pupils attending good or outstanding Primary Schools	Bigger is Better	Snapshot	87.8%	88.6%	89.4%	86.7%	89.3%	88.0%	★		87.0%
% of good or outstanding Early Years Settings	Bigger is Better	Snapshot	90.5%	90.9%	89.8%	89.5%	89.2%	92.0%	●		96.6%

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Comments	Comparator Group
Rate per 1,000 of children with an Education Health and Care Plan	Plan is Best	Latest Quarter	30.3	30.0	30.7	31.7	32.7		28.3

	Good Performance High/Low	Reporting Basis	Academic Year Ending 2019	Academic Year Ending 2020	Academic Year Ending 2021	Academic Year Ending 2022	Academic Year Ending 2023	Comments	Comparator Group
% of pupils achieving grades 9-5 in English and Maths	Bigger is Better	Academic Year	47.8%	54.9%	57.3%	55.8%		Results for the 2022/23 academic year will be available in Q3	

Transforming Adult Social Care
Delivery

Contact Activity

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of all ASC Contacts with a decision within 1 working day	Bigger is Better	Latest Quarter	92.4%	94.0%	89.9%	94.7%	93.0%	95.0%	●	Figures from 1 July to 10 September 2023. There were 17,823 contacts of which 93.0% had a decision within one working day, broken down as follows: 93.5% of contacts within the CSA had a decision within one working day. 91.9% of other contacts had a decision within one working day.	n/a
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	37.0%	36.1%	35.0%	36.6%	36.2%	33.0%	★	Figures from 1 July to 10 September 2023. Of all completed Contacts, 36.2% resulted in NFA, Information/Advice or Signposting.	n/a

Assessments

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Service Users having had a review of their needs in the last 12months	Bigger is Better	Snapshot	44.8%	48.6%	57.9%	52.7%	52.6%	65.0%	▲	At the end of September 2023 there were 2,437 individuals overdue a Care Act Review which equates to 52.6% of the total long-term Social Care clients with an up-to-date review. The proportions in-date by cohort is follows: • 65+ and Physical Disabilities 51.4% (up from 50.7% at the end of last quarter) • Learning Disabilities 57.5% (down from 59.2% at the end of last quarter) • Mental Health 44.9% (down from 47.3% at the end of last quarter)	n/a
% of Proceedable FAB Assessments where the visit is completed within one working month	Bigger is Better	Quarterly								No data available. Test data indicates that 19.4% of referrals to the FAB team are 'Unproceedable' due to deviation from the standard process or incomplete information being submitted. These individuals are flagged for Gross Payments.	n/a
No. of new FAB Requests received within the quarter	Plan is Best	Quarterly				627	680			There were 680 new requests in Quarter 2 - up by 8.5% from Quarter 1.	n/a

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Comments	Comparator Group
Average number of weeks people have been awaiting Brokerage	Smaller is Better	Snapshot	4.0	3.1	5.6	4.1	1.8	There were 318 people waiting Brokerage at the end of September 2023, up by 43.2% from end of Quarter 1. 168 of these individuals have no current service.	n/a

Hospital Discharge and Reablement

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23	Comments	Comparator Group
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	90.2%	85.8%					No figures available for the third successive quarter.	81.0%

Adult Safeguarding

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Section 42 enquiries this quarter where the risk was reduced or removed	Bigger is Better	Latest Quarter	82.6%	83.1%	90.1%	81.5%	89.6%	85.0%	★	Figures from 1 July to 11 September 2023. There were 134 Section 42 closures during the Quarter, of which 5 (3.7%) were closed where the risk remained, and 9 (6.7%) which were 'Inconclusive'.	90.3%
% of S42 Enquiries open for more than 26 weeks	Smaller is Better	Latest Quarter	20.1%	16.9%	22.2%	17.9%	12.8%	20.0%	★	At the end of September 2023 there were 188 open Section 42 Enquiries (down from 195 at the end of Quarter 1) of which 24 (12.8%) had been open for more than 26 weeks.	n/a

Transforming Adult Social Care
Commissioning

Quality Assurance

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Gloucestershire Adult Social Care Providers judged to be Good or Outstanding by CQC	Bigger is Better	Latest Quarter	90.2%	88.1%	90.8%	87.3%	86.4%	90.0%	🟠	The latest published data from CQC (in relation to the Overall rating of 237 Adult Social Care Providers) indicates: • 209 providers are rated as either Good or Outstanding. Of these 8 are rated as Outstanding, and the remaining 201 are Good. • There are 30 providers rated as Requires Improvement. • There are 3 providers who remain rated as Inadequate.	n/a

Assessments

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Average waiting time for a Carers Care Act Compliant Assessment (in working days)	Smaller is Better	Snapshot	6.0	18.0	18.0	16.0	19.0	30.0	⭐		n/a

Long Term Care

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	9.8	10.0	10.6	10.3	8.9	13.0	⭐	There were 34 permanent admissions in the year to 30 September 2023. Admission rates for the previous 4 quarters have been refreshed to reflect delays in data entry.	13.0
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	394.9	385.7	411.2	434.7	445.3	496.1	⭐	There were 627 permanent admissions in the year to 30 September 2023. Admission rates for the previous 4 quarters have been refreshed to reflect delays in data entry.	496.1

Mental Health

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Comments	Comparator Group
% of AMHP assessments that led to detention under MH Act, Other Support or Informal Admission	Plan is Best	Latest Quarter	56.0%	65.0%	57.5%	56.3%	55.6%	There were 312 Assessments completed in the Quarter (up by just 1.6% from Quarter 1 2022/23), resulting in 324 Outcomes as follows: • 70 detentions under S2 (21.6%) • 76 detentions under S3 (23.5%) • 21 resulting in Community Treatment Order under S17A (6.5%) • 13 resulted in Informal Admission under S131 (4.0%) • 112 were NFA (34.6%) • 32 'other' or Not Recorded (9.8%) Note that there are a small number of assessments where more than one outcome is recorded.	n/a

Learning Disability

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Snapshot	59.6%	60.5%	63.2%	64.4%	64.1%	72.0%	🔺	Out of a total cohort of 555, 356 are recorded as being in Settled accommodation, with 199 recorded as Unsettled (187 in Care Homes and 12 Unknown). NOTE That figures EXCLUDE LD individuals who are in Supported Living.	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	558	632	734	772	809	775	⭐		n/a

Transforming Gloucestershire Fire and Rescue Service

Response

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Average Response times to Dwelling Fires	Smaller is Better	Latest Quarter	9.17	9.55	10.31	9.21	9.17	9.00	🟠	Timeliness of responding to all attended dwelling fires (National definition) has improved for a second quarter to 9 minutes 17 seconds (down from 10 minutes 31 seconds during Quarter 4 2022/23). Timeliness remains worse than the comparator group average (9 minutes 1 second) but is within tolerance of the target (9 minutes). With the exception of two quarters at the end of 2022/23, performance has been better than or within tolerance of target for two and a half years.	9.01

Prevention

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	82.0%	86.2%	86.1%	87.8%	79.7%	80.0%	🟠	The majority of Safe and Well visits undertaken were to people in the high-risk category (79.7%). This is worse than the previous quarter (87.8%) and the same time last year (82%). Performance has declined to within tolerance of target (80%) but remains better than our comparator group average (62%, 2021/22). Work is being undertaken to increase sight of protected characteristics and deprivation in our reporting, in order to demonstrate other vulnerable groups that we are reaching through our a person-centred approach who are also at higher risk.	62.0%
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	0.93	0.87	1.10	0.96	1.38	1.56	🔺	We completed the highest rate of Safe and Well visits since March 2020 (1.38 per 1,000 population, 895 visits). Performance remains a challenge and is worse than target (1.56 per 1,000 population, 1,000 visits per quarter). Additional focus was placed on Safe and Well visits in Quarter 2, and this will continue in Quarter 3 to support the delivery of our prevention work programme. The service implemented a 'Safe and Well sprint' for a week during Quarter 2 which formed an intensive period of prevention activity. In Quarter 3, there will be two more sprints. Following learning from the trial sprint, each crew will be briefed in advance on the communities we need to reach and will be provided with a 'toolbox' which will include leaflets to raise awareness that we will be in the area to talk to residents. To achieve the 4,000 per annum visits target, we will need to complete 2,483 visits in the remaining two quarters (1,241.5 per quarter, a 39% increase on the number completed in Quarter 2).	1.60
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	73	70	55	76	66	66	⭐	Of the 73 dwelling fires in Quarter 2, 66 were accidental. Performance met target, which aims to see a reduction in incidents over time.	n/a

Protection

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of 7.2d visits completed within timeframes	Bigger is Better	Latest Quarter	75.0%	82.0%	100.0%	100.0%	44.4%	100.0%	▲	Of the premises receiving a visit to learn about the building and surrounding areas to prevent injury or death to firefighters, (a 7.2 d inspection), 44% of inspections were reported as being within required frequency (8 out of 18 visits). Following two quarters where target was met (100%), performance has declined to worse than target. It is recognised that there are sustainability issues with the current model and that it is in need of review.	n/a
% of Annual Risk Based Inspection Plan Programme of work completed within timeframes	Bigger is Better	Latest Quarter	45.0%	64.0%	84.6%	0.0%	4.6%	7.0%	▲	During the programme which spans from June 2023 to March 2026, 2,343 premises require inspection. At the end of Quarter 2, delivery was behind the scheduled target (4.6%, 108 premises). This is worse than target (7%, 165 premises). The target is based on the capacity of 5 inspectors. However, there are currently two vacancies within the team. Interviews to are taking place at the beginning of Quarter 3.	n/a

Delivering Our Ambitions

Performance

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
% of Council Strategy indicators that are on or ahead of target.	Bigger is Better	Quarterly	58.1	64.9	64.0	67.1	68.5	65.0	★		n/a

Workforce

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Days lost to Sickness per FTE (excluding Schools and GFRS)	Smaller is Better	Latest Quarter	2.20	2.12	1.85	1.65	2.01	2.00	●	Increases being seen in respiratory illness. Communication has taken place about this in TalkSmart and measures such as hand gel are being reinstated.	n/a
Turnover of all children's social workers and senior practitioners	Smaller is Better	Rolling Year	24.7%	24.0%	24.0%	23.4%	15.4%	20.0%	★	This is a really positive out turn this quarter, performing well below the target figure and demonstrating the sustained impact of the work which has been going on in this area.	n/a
% of Appraisals Completed	Bigger is Better	Rolling Year			71.1%	75.7%	76.8%	85.0%	▲		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-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Comments	Comparator Group
GCC Turnover (staff leaving as a % of all staff)	Smaller is Better	Rolling Year	14.0%	13.9%	12.7%	12.2%	11.6%	This continues the downward trajectory and reflects positively on the measures in place.	n/a
Turnover of all adults social workers and senior practitioners	Smaller is Better	Rolling Year	17.2%	22.6%	27.4%	23.3%	22.4%	Whilst still high, this quarter shows a continuing decrease in turnover, reflecting the impact of the work which has been going on in this area.	n/a
Days lost to sickness/absence per FTE - Rolling Year	Smaller is Better	Rolling Year	9.40	9.07	8.62	8.33	8.17	Across a 12 month rolling period we are seeing a decrease in the number of days lost to sickness absence. There remain some hot spot areas which Business Partners are engaged in tackling with their directors.	7.38

Corporate Governance

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Number of reportable security incidents	Smaller is Better	Latest Quarter	1	0	0	0	2	3	★		n/a
% FOI/EIR requests for information responses released within legal time limits	Bigger is Better	Latest Quarter	85.0%	90.0%	88.0%	94.0%	95.0%	90.0%	★		n/a
% SAR requests for information responses released within legal time limits	Bigger is Better	Latest Quarter	64.0%	69.0%	71.0%	95.0%	92.0%	90.0%	★		n/a
Number of information decision notices upholding the requestors position	Smaller is Better	Latest Quarter	0	0	1	0	0	1	★		n/a

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Number of Cases Upheld by Local Government Ombudsman	Smaller is Better	Latest Quarter	4	2	4	6	10	4	▲	Ten decisions were upheld by the Local Government and Social Care Ombudsman (LGSCO) within the quarter. This is the highest number of decisions upheld in a quarter since reporting of this measure began in 2014. Of the ten decisions upheld in Quarter 2, seven were related to SEND services and the assessment, review, or provision of services to children with an Education, Health and Care Plan; this remains a concern. Of the three remaining decisions, two decisions related to Children's Social Care and one related to Adult Social Care.	n/a
Number of RIDDOR reportable incidents	Smaller is Better	Latest Quarter	1	0	4	2	0	3	★		n/a
Audit recommendations outstanding beyond target date	Smaller is Better	Latest Quarter	7	9	15	14	4	4	★		n/a

ICT

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23		Comments	Comparator Group
Total number of ICT Priority 1 incidents raised per quarter	Smaller is Better	Latest Quarter	6	3	4	6	9	4	▲	The total of 9 Priority 1 incidents was very high this quarter. The only full outage to critical services occurred on 15/09. Issues relate to a variety of root causes, including: physical component failure, software updates, and third-party failure.	n/a