

Report produced in...	September		December		March		June	
To show status for....	Q1 Apr-Jun		Q2 Jul-Sept		Q3 Oct-Dec		Q4 Jan-Mar	
1. Improving Independent Living for Older People	Green - Good	★	Green - Good	★				
2. Ensuring people have the right social services to meet their needs	Amber- Acceptable	●	Green - Good	★				
6. Ensuring the best educational outcomes for children	Green - Good	★	Green Star - Excellent	★*				
8. Improving outcomes for youth justice	Amber- Acceptable	●	Amber- Acceptable	●				
OVERALL	Green - Good	★	Green - Good	★				

In order to provide a more meaningful assessment of the progress of the Improvement Plan and enable more informed judgement to be undertaken, an overall evaluation of progress is made using the following criteria.

Status	Evaluated as	Explanation
Green Star	★*	Excellent All actions and measures are on track
Green	★	Good Actions and measures are on mostly on track, one or two falling marginally short of planned targets
Amber	●	Acceptable Some actions and measures have deviated from plan and are some are falling short of planned targets
Red	▲	Improvement Required Actions and measures are of concern and are mostly falling short of planned targets

IP1 Improving independent living for older people

Lead Cabinet Member	▪ Cabinet Member for Social Services
Lead Officer	▪ Head of Adult and Community Services

Overall Judgement

Sep 2017		
Actual	Performance	Comments
Green - Good	★	In 2017/18 this is made up of 3 measures, 2 relate to reablement and a local measure for adults over 75 requesting advice and assistance once in a 6 month period. All of these are annual measures so won't be reported until 31st March 2018

Measures

- Key for Measures**
- ★ Green - on target
 - Amber - slightly short of target
 - ▲ Red - off target

	Actual (YTD)	Target (YTD)	Performance (YTD)	Actual 1 year ago (YTD)	DoT 1 year ago (YTD)	Wales Average (YTD)	Perf. v Wales Average (YTD)	Period Performance
CCAS/L/026 OT Assessments & Reviews % (IP1) (M)	91.1%	85.0%	★	91.6%	⚡	?	!	

Key for measure RAG status

- ★ Green star - on target
- Amber circle - slightly short of target (15%tolerance)
- ▲ Red triangle - off target (over 15% away)
- ? Data missing/ not available
- ! No target set

Direction of Travel - DoT






- ↗ Green tick - performance has improved
- ↘ Red cross - performance has declined
- performance remains the same
- up arrows indicate that high values are better
- down arrows indicate low values are better

Annual Measures




Annual measures are included for information, these will be populated in quarter 4

	▲ Target 2017/18	Actual 2016/17	Wales Average (YTD)
ACS/20b reablement no package of care and support (A) (SSPM, IP1)	40.0%	77.8%	?
ACS/23b Adults who have received advice and assistance no repeat contact (aged over 75) (SSPM, IP1)	50.0%	40.3%	?
ACS/20a reablement reduced package of care and support (A) (SSPM, IP1)	65.0%	40.0%	?

Key for measure RAG status

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Direction of Travel - DoT

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Actions

- Key for Actions**
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	Sep 2017		
	Performance	IP Progress Update	IP Activity Planned
<input checked="" type="checkbox"/> IP 1.1 To deliver an integrated assessment process for older people	★	Newport has achieved a 92% compliance rate with the existence of a new Act compliant Care & Support plan	Newport continues to work regionally with the Welsh Government to develop a new outcomes reporting framework. Since the inception of the Social Services & Well Being Act the annual reporting framework has been evaluated and Welsh Government agree that changes are required to make it more meaningful. A new set of measures will be developed for implementation in 2019/20.
<input checked="" type="checkbox"/> IP 1.2 To roll out the integrated pathway for older people	★		<p>The Strategy & Partnership Manager will take over responsibility for managing the interface between Health and Social Services in relation to the Older Persons Pathway as part of the Care Closer to Home workstream.</p> <p>Work will continue to develop the pathway as part of the wider preventions agenda.</p>
<input checked="" type="checkbox"/> IP 1.3 Restructure the operational adult social services teams on the NCN footprints.	★	NCN restructure is complete	Workflow processes continue to develop in conjunction with the implementation of the new WCCIS data capture system

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IP2 Ensuring people have the right social services to meet their needs

Lead Cabinet Member	▪ Cabinet Member for Social Services
Lead Officer	▪ Head of Adult and Community Services

Overall Judgement

Sep 2017		
Actual	Performance	Comments
Green - Good	★	<p>Adult Protection which is currently 98.2% for quarter 2 against a target of 90% therefore demonstrating strong performance.</p> <p>DTOC is currently 2.8 against a target of 1.75 (low values are good)</p> <p>There are several factors that have impacted on DTOC and can be attributed to the increase this quarter: ability to respond to the volume of referrals within the hospital team and to have a robust workflow pathway has impacted on Social Work capacity. This has resulted in delays in allocation of cases.</p> <p>The fluctuating domiciliary market has meant that over the recent months key provider agencies have closed. The impact therefore is that the existing agencies have had to absorb ongoing cases which reduces their capacity to take on new cases. This has resulted in delays to individuals being discharged with home care more quickly.</p> <p>There have been some challenges with getting residential providers to respond to requests to assess individuals for placement quickly which has impacted on DTOC.</p> <p>There is a current review of the hospital discharge pathway to address some of the workflow issues to release capacity to manage what is Social Services work. We are also working with our commissioning and contracts team to see how we can improve access to domiciliary care. The In Reach project is also supporting a more streamlined approach to manage hospital discharge cases.</p>

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Measures

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	Actual (YTD)	Target (YTD)	Performance (YTD)	Actual 1 year ago (YTD)	DoT 1 year ago (YTD)	Wales Average (YTD)	Perf. v Wales Average (YTD)	Period Performance
ACS/18 The percentage of adult protection enquiries completed within 7 days (SSPM, IP2) (M)	99.1%	90.0%	★	96.9%	↕	80.1%	★	
ACS/19 PAM/025 Delayed Transfers of Care (SSPM, PAM, IP2, SP) # (M)	2.80	1.75	▲	0.94	↘	1.40	▲	
ACS/L/24 Number of assessments of need for support for carers (IP2) (Q)	94.00	45.00	★	63.00	↕	?	!	
CCAS/L/027 Number of integrated assessments completed per month (IP2) (M)	603	300	★	763	↘	?	!	

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Actions

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	Sep 2017		
	Performance	IP Progress Update	IP Activity Planned
✓ IP 2.1 Establish the pathway for adult social services across health and social care	▲	<p>New risks to the project, not present in the original scope have been identified within the technical workstream. These risks could negatively impact the implementation deadline and have been caused by the early and unexpected termination of the South East Wales Consortium (SEWC). The SRS are assessing the technical gap to inform the resources that will be needed to ensure successful implementation of the project.</p> <p>Other project workstreams are progressing well - system build/training/communications are on target but the technical risks will impact these areas of work. For example, if the technical issues are not rectified then the training will need to be re-scheduled and could result in a reduction in the availability of trainers who have committed to current timescales.</p>	<p>The project team are working collaboratively to secure additional resource to mitigate the risks created by the early termination of the Consortium. Discussions have taken place with ABUHB, Caerphilly CBC and RCT to identify opportunities to share resources.</p>
✓ IP 2.2 Restructure the operational adult social services teams.	☆	<p>NCN based teams are now well established.</p>	<p>Completed - Ongoing monitoring of demand and capacity</p>
✓ IP 2.3 Develop and implement the integrated assessment tools	☆	<p>93% of adults are now in receipt of a new Act compliant Care & Support Plan (CASP)</p>	<p>ECO continues to operate on a weekly basis and monitors the equality, consistency and outcomes of assessments and service allocations.</p> <p>There is ongoing dialogue with the Welsh Government to determine a revised set of PI's and outcome framework for 2018/19. Regional meetings have taken place and more are scheduled during the 3rd quarter of 2017/18</p>

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	Sep 2017	
	Performance	IP Progress Update
<p>✓ IP 2.4 Review and re-commission services as necessary</p>	<p>★</p> <p>During this quarter the managed banking service for the Direct Payments service has been re-tendered and 5 bids were received. The Independent Living Service (ILS) framework has also been established and a range of providers offering better choice for citizens is in place. The Circles day service that was due to be re-commissioned as a separate lot of the ILS tender will end as the venue costs substantially increased during the tender process and no bidder was able to offer a viable alternative. The attendees of this service can be successfully transferred to the ILS with better options and choice for their future day service provision.</p> <p>The Regional drug and alcohol specification has been developed in collaboration with partner Authorities and the tender will be published in the next quarter.</p> <p>The Regional work around pooled budgets is ongoing with work focussed around establishing a common approach to fee negotiations, contract monitoring and contract documentation. A finance workstream is developing a shadow budget system which will allow partner spend to be recorded and tracked.</p>	<p>The Direct Payments managed banking service contract will be awarded and an implementation date agreed.</p> <p>The Independent Living Service Framework will be implemented and new brokering arrangements agreed.</p> <p>The regional drug and alcohol framework will be awarded in quarter 3.</p> <p>This quarter requires service planning in relation to winter pressures including communications with providers to clarify capacity and discussions with social work teams to keep them informed of market pressures.</p> <p>Planning for 2018/19 fee negotiations in line with projected budgets and demands.</p> <p>Continued engagement in regional and national workstreams in relation to pooled budgets.</p>
<p>✓ IP 2.5 Review and develop our systems and processes</p>	<p>▲</p> <p>Additional resources have been identified from adults and children's services to assist with the WCCIS project and the system build and business processes continue to develop in line with project timescales</p> <p>Newport continues to engage regionally and nationally with Local Authorities and Health. Newport reps attended the first Regional Implementation Board hosted by ABUHB in September.</p>	<p>New risks to the WCCIS project have emerged due to the early termination of the South East Wales Consortium who were offering technical support to the project. The project team are in the process of identifying and securing additional resource and working with partners including Local Authorities, ABUHB and SRS</p>

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	Sep 2017		
	Performance	IP Progress Update	IP Activity Planned
<p>✓ IP 2.6 Undertake a Questionnaire of people who have a care and support plan</p>	<p>★</p>	<p>Welsh Government have confirmed that all Local Authorities must distribute the same questionnaire this year to adults and children with a care and support plan, carers and parents.</p> <p>Due to lobbying by all the Welsh Authorities, the Welsh Government have conceded that the timeframe and methodology can be modified to enable better co-ordination and maximise opportunities for citizens to submit responses.</p> <p>The questionnaires are being sent out to adults, an online version will be available and children will be surveyed in a variety of ways i.e. social workers conducting reviews and Independent Reviewing Officers for Looked After Children</p>	<p>Questionnaires to be distributed by post, to staff and online. The deadline for submission is the end of February</p>

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IP6 Ensuring the best educational outcomes for children

Lead Cabinet Member	▪ Cabinet Member for Education and Skills
Lead Officer	▪ Chief Education Officer

Overall Judgement

Sep 2017		
Actual	Performance	Comments
Green Star - Excellent	★	All actions for this objective are on track. Performance outcomes for KS4 are not validated at this stage.

Measures

- Key for Measures**
- ★ Green - on target
 - Amber - slightly short of target
 - ▲ Red - off target

	Actual (YTD)	Target (YTD)	Performance (YTD)	Actual 1 year ago (YTD)	DoT 1 year ago (YTD)	Wales Average (YTD)	Perf. v Wales Average (YTD)	Period Performance
PAM/005 (EDU/004) % pupils achieving the expected CSI outcome at the end of KS3 (PAM, IP6) (A)	84.9%	84.4%	★	83.4%	↕	86.1%	●	

Key for measure RAG status

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Direction of Travel - DoT

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Annual Measures




Annual measures are included for information, these will be populated in quarter 4

	Target 2017/18	Actual 2016/17	Wales Average (YTD)
EDU/010b) (N) Pupils fixed excl'ns secondary days #	1,527	1,607	?
EDU/L/061 Percentage of FSM pupils achieving Level 2 Inclusive (A) (IP6)	36.50	36.33	?
EDU/L/062 Pupils achieving Level 2 Maths (A) (IP6)	66.60	63.73	?
EDU/L/063 Pupils achieving Level 2 English (A) (IP6)	68.35	68.49	?
PAM/006 (EDU/017) Pupils achieving level 2 threshold inc English & Maths % (PAM, IP6) (A)	60.0%	58.4%	58.3%
PAM/007 (EDU/016a) Attendance Primary Year-end % (PAM, IP6) (A)	94.6%	94.5%	95.0%
PAM/008 (EDU/016b) Attendance Secondary Year-end % (PAM, IP6) (A)	93.4%	93.3%	93.9%

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Direction of Travel - DoT

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Actions

Key for Actions

- ★ Green - on track
- Amber - Deviation from Plan
- ▲ Red - Action is of concern

	Sep 2017		
	Performance	IP Progress Update	IP Activity Planned
<p>✓ IP 6.1 Improve the number of pupils achieving the expected level in the Key Stage 3 Core Subject Ind</p>	★	The LA considered validated Key Stage 3 outcomes across the local authority. The LA worked with the EAS and each secondary school to consider and analyse (unverified) Key Stage 4 data. The LA and EAS have considered impact reports and next steps linked to actions set out within the EAS Business Plan.	Attainment targets for each school will be set in collaboration with the EAS. The school risk register will be updated taking into consideration recent attainment data.
<p>✓ IP 6.2 Improve Primary & Secondary Attendance</p>	★	Education Services has work with Gwent Police to organise truancy sweeps during the academic year 2017/18. Suggested individual school attendance targets for the academic year 2017/18 were developed and shared with schools. Welfare visits for children and young people who are Elective Home Educated were completed during Summer 2017. Results of the annual 'School Attendance Survey' were analysed and used to inform training and support offered during the academic year 2017/18.	The first truancy sweep of the academic year 2017/18 will take place in October 2017 as part of Operation Bang. School Governor training on school attendance will take place in November 2017. The results of the School Attendance Forum will be shared at the Attendance Forum in October. A revised media and communication strategy will be developed and launched to promote school attendance.
<p>✓ IP 6.3 Reduce pupil exclusions</p>	★	A head teacher meeting has included a consultation on the development of a primary school managed move protocol. Half termly internal meetings have taken place to review exclusions and attendance to QA what actions officers are taking to address the issue. Exclusions information has been shared with the EAS and Every Child Group. Regional Exclusion protocol to be finalised and Step 1 /Step 2 process has been drafted in line with the current attendance protocol to address schools with unacceptable levels of exclusion. The PRU exclusions has been monitored monthly by CIA Behaviour and Challenge Adviser.	A primary school managed move protocol will be drafted and provided to schools for consultation. A review of the Learning Development Centre based at St. Julian's Comprehensive will commence during the latter part of the autumn term to ensure that provision is meeting the current need The Principal Educational Psychologist will be overseeing the new way of working within the PRU and half termly meetings of the Inclusion Team will monitor progress

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IP8 Improving outcomes for youth justice

Lead Cabinet Member ■ Cabinet Member for Social Services
 Lead Officer ■ Head of Children and Family Services




Overall Judgement

Sep 2017		
Actual	Performance	Comments
Amber - Acceptable	●	<p>As previously reported, the YOS continues all it can to reduce First Time Entrants and are satisfied it is doing that. Similarly with regards to ETE, the YOS is working hard with partners to ensure young people are at least offered the appropriate levels of ETE and to support those young people to improve attendance as we consistently do.</p> <p>The substance misuse figure relate to one child where the target was not met, hence this is distorting the overall performance in this area.</p> <p>The YOS continues to monitor each of these areas and strive for improvement.</p>

Key for measure RAG status

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Direction of Travel - DoT

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Measures

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- ★ Green - on target
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	Actual (YTD)	Target (YTD)	Performance (YTD)	Actual 1 year ago (YTD)	DoT 1 year ago (YTD)	Wales Average (YTD)	Perf. v Wales Average (YTD)	Period Performance
YJ/L/13 Number of first time entrants into youth justice system (M) (IP8)	46	39	▲	19	✖	?	!	<ul style="list-style-type: none"> FTE's significantly decreased in Q2 - in line with overall decrease in the number young people coming through the system. 7 of the 15 FTE had previous prevention intervention, whilst the other 8 were too serious to be diverted from Court or Bureau. September we had the overall lowest number of FTE's year to date
YJ/L/14 Number of young people sentenced to custody (M) (IP8)	5	12	★	4	✖	?	!	
YJ/L/18 Out of court disposals % (Q) (IP8h)	20%	30%	★	26%	✔	?	!	
YJ/L/19 % young people who reoffend in 12 months (Q) (IP8i)	52.9%	30.0%	▲	42.2%	✖	?	!	<ul style="list-style-type: none"> Despite the cohort increasing by 4 young people, the number of young people re-offending has increased by 2, hence no real change in the percentage of re-offending. 30% of these children were looked after, hence have very complex needs. One order was unworkable due to the young person's complexities and vulnerabilities. This order was revoked but she subsequently re-offended as an adult. There were a number of young people who refused to engage within this cohort. On a national basis, re-offending rates (albeit that this information based on historic cohorts of 2 years ago) is increasing, with smaller cohorts and more complex and challenging young people. In terms of a national basis, over re-offending rate is in the middle range of all welsh local authorities. The targeted policing Operation Jewel did impact on this re-offending figure.

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Actions

- Key for Actions**
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	Sep 2017		
	Performance	IP Progress Update	IP Activity Planned
<p>✓ IP 8.1 Reduction in first time entrants</p>	▲	<p>First Time Entrants (FTE's) significantly decreased in Q2 - in line with overall decrease in the number young people coming through the system. 7 of the 15 FTE's had previous prevention intervention, whilst the other 8 were too serious to be diverted from Court or Bureau. September we had the overall lowest number of FTE's year to date</p>	<p>Despite a fall in motoring offences, which were significant FTE's in Q1, we are still in discussions with the police around developing a Gwent wide diversion for these offences. This is likely to happen in the new financial year, if at all.</p>
<p>✓ IP 8.2 Reduction in the use of youth custody</p>	★	<p>Of the 3 young people that went to custody in Q2, two were in relation to breach of alternative to custody programmes, indicating that viable alternatives had been proposed and sentenced by court, but young people failed to engage. This in turn evidences the YOT is robust in it's management of court orders, which in turn, impacts on the YOS credibility in the eyes of the magistrates.</p> <p>The 3rd young person had a custodial sentence. She is a looked after child with a ray of complexities of behaviour. All her offending took place within the care home which was an out of county placement.</p>	<p>Youth Justice Board (YJB) has not confirmed as of yet, what support will be available and when. It is likely that the YJB will focus on risk management as a priority rather than custody as we have a very high proportion of young people assessed as proposing significant harm to others and/or themselves.</p>
<p>✓ IP 8.3 Access to Education, Training and Employment</p>	●	<p>This relates to 2 young people, not in the requisite hours. One of whom, appears within the custody cohort for this quarter also and is a looked after child. All of the provision referenced in Q1 still applies.</p>	<p>The Education, Training and Employment (ETE) working continues to meet on a bi-monthly basis and analyses all those cases where young people do not meet their target of ETE provision. This group reports directly to the YOS Management board.</p>
<p>✓ IP 8.4 Access to timely mental health assessment and treatment</p>	★	<p>No issues, continue as before</p>	<p>Continue as before</p>

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	Sep 2017		
	Performance	IP Progress Update	IP Activity Planned
<input checked="" type="checkbox"/> IP 8.5 access to timely assessment and treatment in relation to substance misuse.	●		Since the End of July 2017 a new Substance Misuse Worker (SMW) has been in post, seconded from the NGage Drug and Alcohol Service. Our SMW has been taking referrals since mid August. A total of 13 referrals have been made to the new YOS SMW and all commenced assessments within timescales. 10 of the 13 are currently engaging well with the SMW and there is a current waiting list of 13 referrals. All 10 young people are currently subject to a Tier 2 Intervention.
<input checked="" type="checkbox"/> IP 8.6 Access to appropriate/suitable accommodation	★	No issues around this indicator. One 17 year old assessed as unsuitable due to living in a domestically violent household, however since order has finished he has moved into supported lodgings which is appropriate to meet his needs.	Continue with current practice

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