

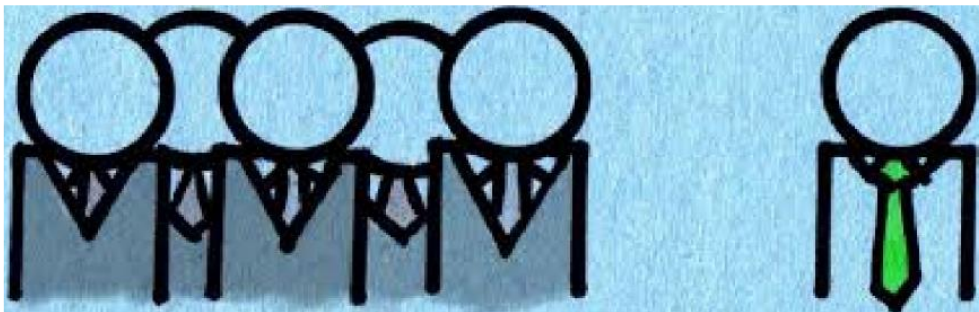


Dorset County Council



**People in Dorset are
Independent**

Outcome Sponsor – Helen Coombes
Interim Transformation Programme Lead



Outcomes Focused Monitoring Report
September 2018

The following pages have been provided to summarise the current position against each outcome indicator and performance measure.

This will help the council to identify and focus upon potential areas for further scrutiny. All risks are drawn from the [Corporate Risk Register](#) and mapped against specific population indicators where relevant. Any further corporate risks that relate to the 'Independent' outcome is also included to provide a full overview.

Please note that a focus on **Value for Money** is waiting to be developed.

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PEOPLE IN DORSET ARE INDEPENDENT

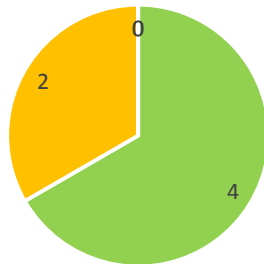
Legend (RAG status)

R	Performance NOT on track	G	Performance ON track
A	Some issues of concern	ND	No data or polarity

Corporate Plan 2017-19: Dorset County Council's Outcomes and Performance Framework

INDEPENDENT – Executive Summary

Population Indicators (6 in total)

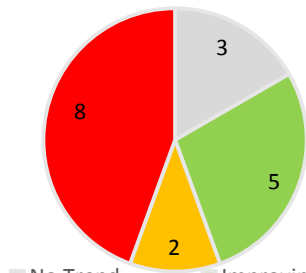


■ No Trend ■ Improving
■ Unchanged ■ Worsening

Worsening Indicators

- Percentage of children with good attendance at school
- Percentage of 16-18-year olds not in education, employment or training (NEET)

Performance Measures (Currently 18 in total)

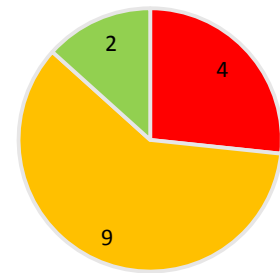


■ No Trend ■ Improving
■ Unchanged ■ Worsening

Worsening Measures

- 2-year-old children benefiting from funded early education
- Total secondary absence
- KS2 level 4 RWM disadvantage pupils
- Offers of education or training made to 16-17-year olds
- Percentage of 16-17-year olds in jobs without training
- Percentage of care leavers that are NEET
- Progress between age 7 and 11 reading
- % of schools with fewer than 65% level 4 R, W, M

Risks (Currently 15 in total)



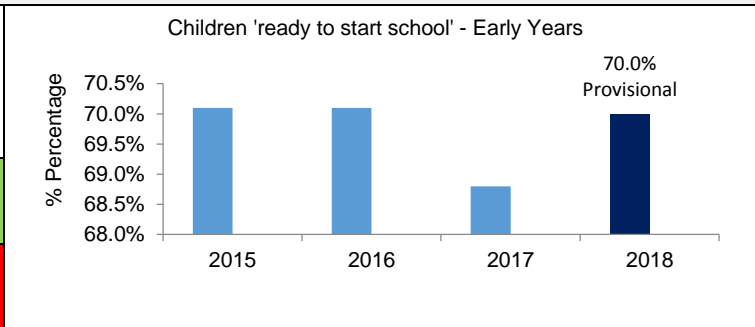
■ High ■ Medium ■ Low

High rated Risks

- 01c Failure to ensure that learning disability services are sustainable and cost-effective
- 02d – Failure to deliver Education, Health and Care Plans (ECHP) within Statutory Timelines
- 02e Failure to meet statutory and performance outcomes for young people in transition
- 07i Capacity, capability and financial pressures on partner organisations impact negatively on the delivery of the Better Care Fund objectives

INDEPENDENT: 01 Population Indicator Percentage of children 'ready to start school' by being at the expected level at Early Years Foundation Stage- Outcome Lead Officer Claire Shiels

DORSET – Previous (2016) – 70.1%; Previous (2017) – 68.8%; Latest (2018) – 70% Provisional	
DORSET - Trend IMPROVING	G
COMPARATOR - Benchmark (South West) BETTER – 70.5% (Average)	R



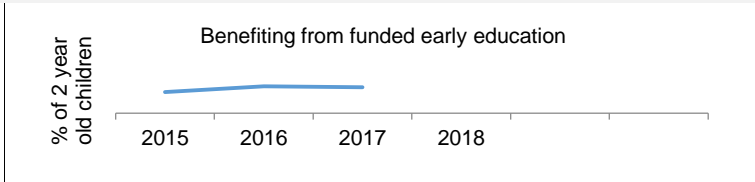
Story behind the baseline: This indicator helps us to understand school readiness and is made up of the building blocks for child development. School readiness starts at birth with the support of parents and carers, when young children acquire the social and emotional skills, knowledge and attitudes necessary for success in school and life. Children who don't achieve a good level of development at age five can struggle with social skills, reading, maths and physical skills. Although performance overall is good and improving, children from the poorest households do less well at this stage, as do children with special educational needs. Girls tend to do better than boys and Gypsy/Roma/Traveller families do less well than white British children. Those that don't reach a good level of development are already behind their peers so start school life with more ground to catch up and inequalities can continue throughout school life. School readiness at age five has a strong impact on future educational attainment and life chances.

There has been a slight improvement in the proportion of children reaching a good level of development at age 5, but Dorset remains in the 3rd quartile nationally. Areas for focused improvement in Dorset relate to literacy and mathematics. The achievement gap between children eligible for Free School Meals and those who are not has yet to be confirmed but is likely to remain greater than the national average, and like the regional average, which has remained at 21% for the last 4 years. Last year there was a small reduction in the proportion of vulnerable 2-year-old children taking up their free entitlement to early years education, but the necessary national matching has not yet been released for 2018.

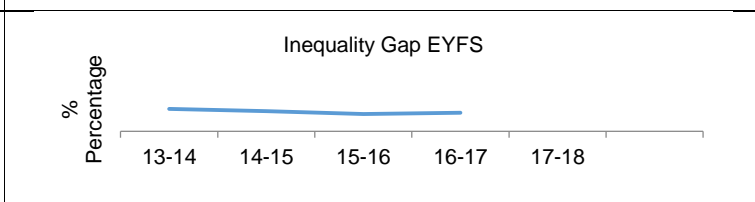
Partners with a significant role to play: Parents/Carers; early years providers, children's centres, schools, health visitors, Job Centre Plus/Department for Work and Pensions, adult training providers, libraries, leisure providers (including parks and play areas), planning departments and housing developers. There is strong evidence that investment in the early years, including targeted parenting programmes, has a significant return on investment.

Performance Measure(s) – Trend Lines

% of 2 year old children benefiting from funded early education
Previous 2016 – 85%
Latest 2017 – 81%



Inequality Gap EYFS
Previous 2016 – 20.4%
Latest 2017 – 22%



Corporate Risk	Score	Trend
No associated current corporate risk(s)		

What are we doing? Good quality universal health care and childcare for pre-school children promotes school readiness. Parents and carers can provide a range of experiences and positive reinforcement through good communication, story-telling, and opportunities for play. The proportion of 2-year olds benefiting from funded early education is in the highest quartile nationally and access to high quality early years education is important in closing the inequality gap. Dorset County Council provides a range of early childhood services for children aged 0 to 5 years and their families including children centre activities; parenting support, information, advice and guidance; outreach work in the family home and support with literacy and reading in libraries.

We also provide support to early years settings on the quality of education provision and work in close partnership with our health partners who provide maternity services and health visiting services to ensure that children get the best start in life. Our 0-5 offer is under review to ensure that we make the best use of our resources, respond to emerging need and policy changes.

INDEPENDENT: 02 Population Indicator Percentage of children with good attendance at school - Outcome Lead Officer Sally Longman; Population Indicator Lead Officer Claire Shields												
DORSET – Previous (2015-16) 95.3%; Latest (2016-17) 95.1%		<div style="text-align: center;"> Children with good attendance at school (%) <table border="1"> <caption>Children with good attendance at school (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2013-14</td> <td>95.4%</td> </tr> <tr> <td>2014-15</td> <td>95.3%</td> </tr> <tr> <td>2015-16</td> <td>95.3%</td> </tr> <tr> <td>2016-17</td> <td>95.1%</td> </tr> </tbody> </table> </div>	Year	Percentage (%)	2013-14	95.4%	2014-15	95.3%	2015-16	95.3%	2016-17	95.1%
Year	Percentage (%)											
2013-14	95.4%											
2014-15	95.3%											
2015-16	95.3%											
2016-17	95.1%											
DORSET - Trend MARGINAL CHANGE	A											
COMPARATOR – Benchmark (Statistical Neighbour) SIMILAR 95.3% (Average)	A											
<p>Story behind the baseline: Story behind the baseline: Good school attendance is important to ensure that children get the most important start in life. Children who miss school often fall behind and there is a strong link between good school attendance and achieving good results at GCSE. Good attendance at school is also linked to preparing for adulthood and employment opportunities later in life. Total absence from school in Dorset (across all schools) is 4.9%, like levels nationally and regionally, and in secondary schools has risen from 5.4% to 5.7%. Possible factors could include an increase in mental health/anxiety issues, and an increase in unauthorised absence due to family holidays. Much of the work children miss when they are off school is never made up, leaving these pupils at a considerable disadvantage for the remainder of their school career. Responsibility for pupil attendance primarily rests with the parent/carer, with schools responsible for monitoring and encouraging attendance where there are problems. The local authority will support this role through the offer of early help where appropriate and providing an enforcement role regarding parents/carers who fail to ensure that their children attend school regularly.</p> <p>Partners with a significant role to play: Schools, school governors, parents/carers, alternative education providers, voluntary and community sector, youth providers, early year’s settings, children’s centres, health visitors, police, youth offending service.</p>												
Performance Measure(s) – Trend Lines												
<p>Total Primary Absence</p> <p>Previous 2015-16 – 4.0</p> <p>Latest 2016-17 – 4.0</p>	<p>Total Primary Absence</p> <table border="1"> <caption>Total Primary Absence</caption> <thead> <tr> <th>Year</th> <th>No.</th> </tr> </thead> <tbody> <tr> <td>13-14</td> <td>4.0</td> </tr> <tr> <td>14-15</td> <td>4.1</td> </tr> <tr> <td>15-16</td> <td>4.0</td> </tr> <tr> <td>16-17</td> <td>4.0</td> </tr> </tbody> </table>		Year	No.	13-14	4.0	14-15	4.1	15-16	4.0	16-17	4.0
Year	No.											
13-14	4.0											
14-15	4.1											
15-16	4.0											
16-17	4.0											
<p>Total Secondary Absence</p> <p>Previous 2015-16 – 5.4</p> <p>Latest 2016-17 – 5.7</p>	<p>Total Secondary Absence</p> <table border="1"> <caption>Total Secondary Absence</caption> <thead> <tr> <th>Year</th> <th>No.</th> </tr> </thead> <tbody> <tr> <td>13-14</td> <td>5.4</td> </tr> <tr> <td>14-15</td> <td>5.5</td> </tr> <tr> <td>15-16</td> <td>5.6</td> </tr> <tr> <td>16-17</td> <td>5.7</td> </tr> </tbody> </table>		Year	No.	13-14	5.4	14-15	5.5	15-16	5.6	16-17	5.7
Year	No.											
13-14	5.4											
14-15	5.5											
15-16	5.6											
16-17	5.7											
<p>Looked after Children Overall Absence</p> <p>Previous 2015-16 – 4</p> <p>Latest 2016-17 – 3.8</p>	<p>Looked after Children Overall Absence</p> <table border="1"> <caption>Looked after Children Overall Absence</caption> <thead> <tr> <th>Year</th> <th>No.</th> </tr> </thead> <tbody> <tr> <td>13-14</td> <td>4.0</td> </tr> <tr> <td>14-15</td> <td>3.8</td> </tr> <tr> <td>15-16</td> <td>3.9</td> </tr> <tr> <td>16-17</td> <td>3.8</td> </tr> </tbody> </table>		Year	No.	13-14	4.0	14-15	3.8	15-16	3.9	16-17	3.8
Year	No.											
13-14	4.0											
14-15	3.8											
15-16	3.9											
16-17	3.8											
Corporate Risk		Score	Trend									
No associated current corporate risk(s)												
<p>What are we doing?</p> <ul style="list-style-type: none"> • Trade an attendance service to schools • Issuing penalty notices to parents • Providing early help through Family Partnership Zones • Providing intensive family support packages through Dorset Families Matter (our local Troubled Families Programme) 												

INDEPENDENT: 03 Population Indicator Percentage achieving expected standard at KS2 in reading, writing and maths - Outcome Lead Officer Sally Longman; Population Indicator Lead Officer Claire Shiels																
DORSET – Previous (2016) 45%; Previous (2017) 57%; Latest (2018) 60% Provisional		<table border="1"> <caption>Achieving expected standard at KS2</caption> <thead> <tr> <th>Year</th> <th>% Percentage</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>45%</td> </tr> <tr> <td>2017</td> <td>57%</td> </tr> <tr> <td>2018</td> <td>60%</td> </tr> </tbody> </table>	Year	% Percentage	2016	45%	2017	57%	2018	60%						
Year	% Percentage															
2016	45%															
2017	57%															
2018	60%															
DORSET - Trend IMPROVING	G															
COMPARATOR - Benchmark WORSE (South West) 63% - Average (England) 64% - Average	R															
<p>Story behind the baseline: Standardised Assessments are undertaken in Year 6 or Key Stage 2. For the first time in 2016 they were used to test the understanding of understanding of the national primary curriculum. Achievement at Key Stage 2 influences pupil attainment at GCSE as well as a range of other outcomes. Disadvantaged pupils are less likely to achieve well at KS2. Progress measures were introduced in 2016 which compare pupils' results with the achievements of other pupils nationally with similar prior attainment. This is important as it ensures that schools can demonstrate progress with all pupils, whether they are low, middle or high attainers as any increase in attainment reflects the school's work with that pupil. They are fairer to schools in challenging circumstances as they recognise schools that are doing well with pupils that may have had poor prior attainment. A score worth 0 means that pupils on average do about as well at KS2 as those with similar prior attainment nationally. A positive score means pupils in this school on average do better and a negative score means that pupils on average do worse at KS2 than those with similar prior attainment nationally.</p> <p>A negative score does not mean that pupils are not making progress, rather it means they made less progress than other pupils nationally with similar starting points. Overall the proportion of pupils achieving expected standards in reading, writing and maths (Level 4, RWM) has improved. The proportion of schools with fewer than 65% of children achieving expected levels in reading, writing and maths has increased but this is in the context of changing assessments where, nationally, the average for all pupils is below 65%. Improvements have been made in progress scores in writing and maths, but progress in reading has reduced slightly.</p>																
Performance Measure(s) – Trend Lines																
Progress between age 7 and age 11 reading Previous 2015-16 = - 0.6; Previous 2016-17 = - 0.6; Latest 2017-18 – 0.8	<table border="1"> <caption>Progress between age 7 and age 11 reading</caption> <thead> <tr> <th>Year</th> <th>Progress Score</th> </tr> </thead> <tbody> <tr> <td>15-16</td> <td>-0.6</td> </tr> <tr> <td>16-17</td> <td>-0.6</td> </tr> <tr> <td>17-18</td> <td>0.8</td> </tr> </tbody> </table>		Year	Progress Score	15-16	-0.6	16-17	-0.6	17-18	0.8						
Year	Progress Score															
15-16	-0.6															
16-17	-0.6															
17-18	0.8															
Progress between age 7 and age 11 writing Previous 2015-16 = - 3.4; Previous 2016-17 = -1.6; Latest 2017-18 -0.86	<table border="1"> <caption>Progress between age 7 and age 11 writing</caption> <thead> <tr> <th>Year</th> <th>Progress Score</th> </tr> </thead> <tbody> <tr> <td>15-16</td> <td>-3.4</td> </tr> <tr> <td>16-17</td> <td>-1.6</td> </tr> <tr> <td>17-18</td> <td>-0.86</td> </tr> </tbody> </table>		Year	Progress Score	15-16	-3.4	16-17	-1.6	17-18	-0.86						
Year	Progress Score															
15-16	-3.4															
16-17	-1.6															
17-18	-0.86															
Progress between age 7 and age 11 Maths Previous 2015-16 = - 1.9; Previous 2016-17 = - 1.5; Latest 2017-18 -1.48	<table border="1"> <caption>Progress between age 7 and age 11 maths</caption> <thead> <tr> <th>Year</th> <th>Progress Score</th> </tr> </thead> <tbody> <tr> <td>15-16</td> <td>-1.9</td> </tr> <tr> <td>16-17</td> <td>-1.5</td> </tr> <tr> <td>17-18</td> <td>-1.48</td> </tr> </tbody> </table>		Year	Progress Score	15-16	-1.9	16-17	-1.5	17-18	-1.48						
Year	Progress Score															
15-16	-1.9															
16-17	-1.5															
17-18	-1.48															
Percentage of schools with fewer than 65% level 4 RWM Previous 2015-16 = 18%; Previous 2016-17 = 6%; Latest 17-18 45% Provisional	<table border="1"> <caption>Schools with fewer than 65% level 4 RWM</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>18%</td> </tr> <tr> <td>2014</td> <td>6%</td> </tr> <tr> <td>2015</td> <td>6%</td> </tr> <tr> <td>2016</td> <td>6%</td> </tr> <tr> <td>2017</td> <td>6%</td> </tr> <tr> <td>2018</td> <td>45%</td> </tr> </tbody> </table>		Year	Percentage	2013	18%	2014	6%	2015	6%	2016	6%	2017	6%	2018	45%
Year	Percentage															
2013	18%															
2014	6%															
2015	6%															
2016	6%															
2017	6%															
2018	45%															
KS2 level 4 RWM disadvantage pupils Previous 2015-16 = 23 Latest 2016-17 = 22	<table border="1"> <caption>KS2 level 4 RWM disadvantage pupils</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>13-14</td> <td>23</td> </tr> <tr> <td>14-15</td> <td>22</td> </tr> <tr> <td>15-16</td> <td>22</td> </tr> <tr> <td>16-17</td> <td>22</td> </tr> </tbody> </table>		Year	Percentage	13-14	23	14-15	22	15-16	22	16-17	22				
Year	Percentage															
13-14	23															
14-15	22															
15-16	22															
16-17	22															

Cont'd INDEPENDENT: 03 Population Indicator Percentage achieving expected standard at KS2 in reading, writing and maths
 - Outcome Lead Officer Sally Longman; Population Indicator Lead Officer Claire Shiels

Corporate Risk	Score	Trend
No associated current corporate risk(s)		

What are we doing? The Dorset Education Advisory Service engages with all schools, Multi-Academy Trusts, Federations, Academies and colleges to celebrate and promote good practice; monitor performance and challenge standards; identify schools at risk of underperforming through interrogating qualitative and quantitative data; provide advice and support in response to difficult circumstances; identify and remove barriers to ensure best outcomes.

The service prioritises schools that are significantly below the Dorset and national average to provide the necessary level of support and advice to improve standards. Dorset County Council works with the regional school's commissioner and a range of teaching school alliances/partnerships across the county to improve standards. Teaching school alliances/partnerships access additional funding; provide training and professional development; and offer school to school support.

INDEPENDENT: 04 Percentage of 16-18-year olds not in education, employment or training (NEET) - Outcome Lead Officer Sally Longman; Population Indicator Lead Officer Claire Shiels														
DORSET – Previous (Nov 2017) 3%; Previous (March 2018) 3.1%; Latest (June 2018) 3%		<p style="text-align: center;">% of 16-18 year olds not in education, employment or training (NEET)</p> <table border="1"> <caption>Data for NEET Bar Chart</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Jan 17</td> <td>2.7%</td> </tr> <tr> <td>May 17</td> <td>2.7%</td> </tr> <tr> <td>Nov 17</td> <td>3.0%</td> </tr> <tr> <td>Mar 17</td> <td>3.1%</td> </tr> <tr> <td>Jun 18</td> <td>3.0%</td> </tr> </tbody> </table>	Month	Percentage	Jan 17	2.7%	May 17	2.7%	Nov 17	3.0%	Mar 17	3.1%	Jun 18	3.0%
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Jun 18	3.0%													
DORSET - Trend MARGINAL CHANGE	A													
COMPARATOR – WORSE Benchmark (South West) 2.9%	R													
<p>Story behind the baseline: The number and proportion of (academic age) 16 and 17-year olds who are NEET is like November, however variation throughout the year is to be expected as people are more likely to change courses or drop out in the first term. Although the Dorset figure would suggest that Dorset has more young people who are NEET than regionally, it is important to note that Dorset performs extremely well at tracking young people, with a much lower proportion young people who are ‘not known’ (2.2%) than regionally (5.3%) and nationally (5.9%). This will impact on the proportion who are NEET.</p> <p>The Department for Education now report on the combined figure of the % 16-17-year olds NEET and whose activity are not known. It is suggested that the committee replaces the current population indicator with the combined indicator of % NEET and % Not Known as it better reflects the issue and is in line with DfE thinking, enabling us to benchmark more effectively. The highest concentrations of NEET young people remain in Purbeck, Christchurch and Chesil areas of Dorset. The overall NEET figure remains consistently low but the jobs without training shows an increase owing to seasonal fluctuations.</p> <p>Partners with a significant role to play: Young people, parents, schools, FE Colleges and educational institutions, VCS sector, Family Partnership Zones, LEP and ESB, Economic Development roles in District Councils, Ansbury Guidance (Provider of Information, Advice and Guidance to Vulnerable young people).</p>														
Performance Measure(s) – Trend Lines														
<p>Percentage of offers of education or training made to 16-17-year olds</p> <p>Previous – NEW</p> <p>Latest – Qtr. 3 17-18 – 93.6%</p>	<p style="text-align: center;">Offers education or training made to 16-17 year olds</p> <table border="1"> <caption>Data for Offers of Education or Training</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 17-18</td> <td>93.6%</td> </tr> <tr> <td>Q3 17-18</td> <td>93.6%</td> </tr> </tbody> </table>		Quarter	Percentage	Q2 17-18	93.6%	Q3 17-18	93.6%						
Quarter	Percentage													
Q2 17-18	93.6%													
Q3 17-18	93.6%													
<p>Percentage of 16-17-year olds in jobs without training</p> <p>Previous Nov 2017 – 2.3%; Previous March 2018 – 3%; Latest June 2018 – 4.5%</p>	<p style="text-align: center;">16-17 year olds in jobs without training</p> <table border="1"> <caption>Data for 16-17 year olds in jobs without training</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>May 17</td> <td>2.3%</td> </tr> <tr> <td>Nov 17</td> <td>3%</td> </tr> <tr> <td>Mar 18</td> <td>3%</td> </tr> <tr> <td>Jun 18</td> <td>4.5%</td> </tr> </tbody> </table>		Month	Percentage	May 17	2.3%	Nov 17	3%	Mar 18	3%	Jun 18	4.5%		
Month	Percentage													
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Jun 18	4.5%													
<p>Percentage of care leavers that are NEET</p> <p>Previous Nov 2017 – 15.7%</p> <p>Latest March 2018 – 20%</p>	<p style="text-align: center;">Care leavers that are NEET</p> <table border="1"> <caption>Data for Care leavers that are NEET</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>May 2017</td> <td>15.7%</td> </tr> <tr> <td>Nov 2017</td> <td>15.7%</td> </tr> <tr> <td>March 2018</td> <td>20%</td> </tr> </tbody> </table>		Month	Percentage	May 2017	15.7%	Nov 2017	15.7%	March 2018	20%				
Month	Percentage													
May 2017	15.7%													
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March 2018	20%													
Corporate Risk	Score	Trend												
CS04 Performance targets for young people in jobs without training are not in line with national average	MEDIUM	UNCHANGED												
<p>What are we doing? We use data to identify and work with young people who are more likely to become NEET and offer them support through both our contracted Information, Advice and Guidance Service, provided by Ansbury Guidance as well as through offering support through Family Partnership Zones. We have and will continue to target resources to support children in care and carer leavers and children and young people with special educational needs/disabilities as well as support to help support young people who are NEET back into education, employment and training. We work with and facilitate education and training providers to come together to ensure that there are a range of opportunities available for 16 and 17-year olds to enable them to participate in education and training.</p>														

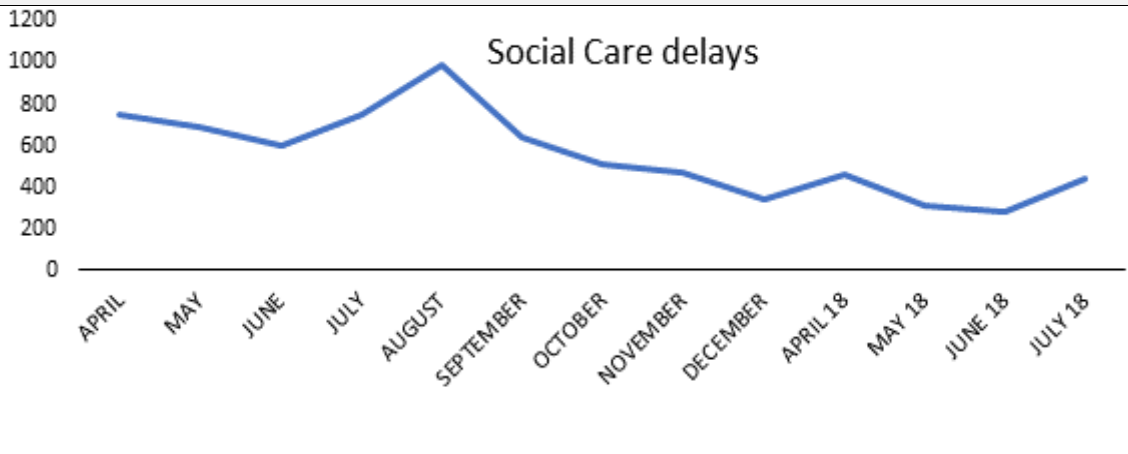
INDEPENDENT: 05 Population Indicator Delayed transfers from hospital care (number of days – Social Care attributable) - Outcome Lead Officer Sally Longman; Population Indicator Lead Officer Martin Elliott

DORSET – Previous (Q3 2017-18) 1,328; Previous (Q4 2017-18) 1,286;
Latest (Q1 2018-19) 1,062

DORSET - Trend IMPROVING



COMPARATOR – National Ranking – 107th out of 151 (Q1) – Trend IMPROVING

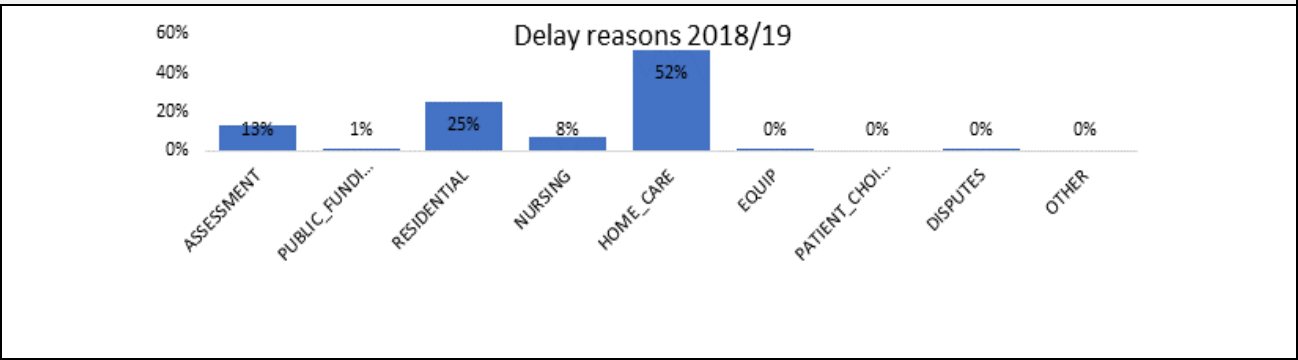


Story behind the baseline: In May 2018 all Health & Wellbeing Board areas received new Better Care Fund targets. The targets were presented in the format of “number of delays per day”. All areas were told they needed to hit target from the end of September and maintain it for the rest of the year. In Dorset, our target is to be recording no more than 9.0 Social Care-attributable delays per day. In 2017-18, we recorded 19.3 delays per day. The second half of the year saw 14.2 delays per day. In the current year to date, we have continued to further reduce our delays, continuing the downward trend seen since the middle of last year. June recorded our lowest month to date, with a total of 285 Social Care delays – 9.5 per day. We have not however repeated or improved upon this performance in July or August, and whilst we are far improved compared to last year, we are not currently on track to hit 9.0 delays per day by the end of September.

In Q1, our top three delays reasons (out of 1,062 days) were Awaiting Home Care (369 days), Awaiting Reablement (220 days) and Awaiting completion of Assessment (186).

Performance Measure(s) – Trend Lines

The rate of delayed transfers from hospital care (DCC attributable) analysed by reason for delay



Corporate Risk	Score	Trend
07i Capacity, capability and financial pressures on partner organisations impact negatively on the delivery of the Better Care Fund objectives	HIGH	UNCHANGED

What are we doing? We have been working hard to improve the DTOC position in all the hospitals. There has been a focus on early intervention to plan discharges and resolve situations where there are delays. A day conference and shorter multi-disciplinary forums were arranged, to “move things forward”. There were also visits to other authorities to look at “good discharge arrangements.” This has aimed for there to be a consistent and collaborative approach across Dorset, with all partners. The following have been arranged:

- Daily meetings were arranged for all partners to have an update and to discuss complex discharges
- This is co-ordinated through a weekly meeting, to assess the overall situation that week
- Arranged weekly “Stranded Patients” meetings, for managers to “look at” more innovative packages to facilitate discharge of people who have been in hospital for long periods
- Established Link workers in hospitals
- A nominated link person in Commissioning to liaise with providers, where there are difficulties in certain areas, particularly in respect of Reablement
- To have a clearer understanding of the data in relation to delays for people awaiting assessment
- A greater use of Occupational Therapists with Adult Social Care to facilitate good discharge

INDEPENDENT: 06 Population Indicator Proportion of clients given self-directed support - Outcome Lead Officer Sally Longman; Population Indicator Lead Officer Jon Goodwin			
DORSET – Previous (Q3 2017-18) - 96%; Previous (Q4 2017-18) – 97.6%; Latest (Q1 2018-19) – 99.8%			
DORSET Trend IMPROVING	G		
COMPARATOR – Benchmark (England) BETTER – 86.9% (Average)	G		
<p>Story behind the baseline: For the first quarter of 2018-19 results are based upon data from our new integrated case management system, MOSAIC, only. By doing this we have seen an increase in the number of clients in receipt of a Direct Payment, assumed to be because of the implementation of the Dorset Care Framework (based on experience from other framework implementations). The high performance for Self-Directed Support will continue to be monitored and investigated to ensure that there is a clear audit trail within Mosaic to evidence the 3 criteria required by the indicator for the remaining quarters of the 2018-19 reporting period. We will be looking at where in Mosaic the evidence is collected and sampling several cases. The Adult Social Care Survey results for 2017-18 show there has been little change in service users' satisfaction with access to information about care and support suggesting this remains an area which requires further attention. Analysis shows that those in the middle age groups are most likely have sought information and they are also the most satisfied with their experience. Older people and those with a learning disability are least likely to have looked for information and comments suggest that this is often delegated to informal carers.</p> <p>Partners with a significant role to play: Early Help Services, Residential and Domiciliary Care Providers, Clinical Commissioning Group, Primary & Secondary Health Services, Voluntary and Community Sector, Telecare providers.</p>			
Performance Measure(s) – Trend Lines			
<p>Proportion of people who use services, and carers, who find it easy to find information about services</p> <p>Previous 2016-17 (Annual Measure) – 72.1% Latest 2017-18 (Annual Measure) – 72.6%</p>			
<p>Proportion of clients given direct payments</p> <p>Previous Q3 17-18 – 21.6%; Previous Q4 17-18 – 19.8%; Latest Q1 18-19 21%</p>			
Corporate Risk		Score	Trend
03c Failure to meet primary statutory and legal care duties -Mental Capacity Act/Deprivation of Liberty Safeguards		MEDIUM	IMPROVING
03d Breach of the Deprivation of Liberty Safeguards (Community DOLs)		MEDIUM	UNCHANGED
07g Failure to develop Sustainability and Transformation Plans to achieve place based commissioning as part of the integration with health		MEDIUM	IMPROVING
11e Market failure (supply chain) with negative effect on service delivery within Adult and Community Services		LOW	UNCHANGED
<p>What are we doing? The sample cases will be quality assured to ensure the criteria for reporting personalisation are being met (e.g. clients have been informed about a clear, upfront allocation of funding allowing them to plan their support arrangements; and agreed a support plan making it clear what outcomes are to be achieved with the funding; and been informed that they or their representative can use the funding in ways and at times of their choosing). Work is underway with Community Catalysts “a Social Enterprise and Community Interest Company working across the UK to try to make sure that people who need care and support to live their lives can get help in ways, times and places that suit them, with real choice of attractive local options”. They will undertake a 2-year micro-enterprise pilot running to August 2020 in Blackmore Vale, Sherborne Rural, Three Valleys and Winterbourne electoral divisions in North Dorset. These are rural locations where we struggle to provide care and support and there are limited alternatives.</p> <p>The approach is very much dependent upon increased take up of Direct Payments and Individual Service Funds, providing people with greater choice, control and genuine personalisation of services. It is anticipated that this innovative way of working will roll out across the rest of the county if successful. Thus, putting the ‘social’ back into social care. Engagement via Making It Real Forums take place three times a year to give community members the opportunity to have their say on adult and community services. Community members are encouraged to scrutinise the work of the council and work with the council to design and influence priorities and service delivery.</p>			

Cont'd INDEPENDENT: 06 Population Indicator Proportion of clients given self-directed support - Outcome Lead Officer Sally Longman; Population Indicator Lead Officer Jon Goodwin

Forum workshop topics to date include: information and advice, loneliness and isolation, personal travel budgets and hospital discharge. Future workshop topics include safeguarding, mental health services, and fairer charging policy. Over 120 carers have been consulted on priorities for carers support services. This is supporting the evaluation of how the council provides support and services for carers. A further workshop was undertaken to develop the information available to carers within a carers information service. Carers recommendations have been adopted to improve the user experience.

Extra Care resident consultation continues. Residents have helped to influence and design the new contract specification for the delivery of Extra Care from September 2018. A hospital discharge programme called Home First has recently established an engagement group to influence and design how the council can reduce the unnecessary time patients spend in hospital waiting for assessment or discharge. A large area of work looking to integrate the work of health and social care around learning disability and mental health is underway. Engagement and coproduction with community members is an essential planned area of work to ensure successful and meaningful changes are implemented. Making Safeguarding Personal is a new national approach to personalised safeguarding that enables safeguarding to be done with, not to, people. Proposals are being considered as to how the council can embed this approach and better engage and include community members.

Corporate Risks that feature within INDEPENDENT but are not assigned to a specific POPULATION INDICATOR

(All risks are drawn from the Corporate Risk Register)

01c Failure to ensure that learning disability services are sustainable and cost-effective	HIGH	UNCHANGED
02e Failure to meet statutory and performance outcomes for young people in transition	HIGH	UNCHANGED
02d - Failure to deliver Education, Health and Care Plans (EHCP) within Statutory Timelines	HIGH	UNCHANGED
01k Negative financial impact as we reshape our services to ensure they are care act compliant	MEDIUM	UNCHANGED
07c Failure of the Early Help partnership	MEDIUM	UNCHANGED
07h Lack of momentum in agreeing the joint funding protocol with the CCG	MEDIUM	UNCHANGED
12e - Good quality management / financial information is not clear enough or properly utilised to support decision making within Adult & Community Services	MEDIUM	IMPROVING
12f - Failure to meaningfully consult, engage and communicate with children & young people and other stakeholders (including staff and other sector groups) as part of service redesign within the Children’s Services Transformation Programme	MEDIUM	UNCHANGED
01a - Overspend to the Adult & Community Services Directorate Budget and meet the structural deficit	LOW	IMPROVING

Key to risk and performance assessments

Corporate Risk(s)		Trend	
High level risk in the Corporate Risk Register and outside of the Council’s Risk Appetite	HIGH	Performance trend line has improved since previous data submission	IMPROVING
Medium level risk in the Corporate Risk Register	MEDIUM	Performance trendline remains unchanged since previous data submission	UNCHANGED
Low level risk in the Corporate Risk Register	LOW	Performance trendline is worse than the previous data submission	WORSENING

Responsibility for Indicators and Measures

<p>Population Indicator – relates to ALL people in each population</p> <p>Shared Responsibility - Partners and stakeholders working together</p> <p align="center">Determining the ENDS <i>(Or where we want to be)</i></p>	<p>Performance Measure – relates to people in receipt of a service or intervention</p> <p>Direct Responsibility - Service providers (and commissioners)</p> <p align="center">Delivering the MEANS <i>(Or how we get there)</i></p>
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