

Safeguarding Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	18 January 2018
Officer	<p><u>Local Members</u> All Members <u>Lead Directors</u> Nick Jarman, Interim Director for Children’s Services</p>
Subject of Report	Outcomes Focused Monitoring Report, January 2018
Executive Summary	<p>The 2017-18 Corporate Plan summarises, on a single page, the four outcomes towards which the County Council is committed to working, alongside our partners and communities: to help people in Dorset be Safe, Healthy and Independent, with a Prosperous economy. The Safeguarding Overview and Scrutiny Committee has oversight of the SAFE corporate outcome.</p> <p>The Corporate Plan includes objective and measurable population indicators by which progress towards outcomes can be better understood, evaluated and influenced. No single agency is accountable for these indicators - accountability is shared between partner organisations and communities themselves.</p> <p>This is the second monitoring report against the 2017-18 corporate plan. As well as the most up to date available data on the population indicators within the “Safe” outcome, the report includes:</p> <ul style="list-style-type: none"> • Performance measures by which the County Council can measure the contribution and impact of its own services and activities on the outcomes; • Risk management information, identifying the current level of risks on the corporate risk register that relate to our outcomes and the population indicators associated with them. <p>The Safeguarding Overview and Scrutiny Committee is encouraged to consider the information in this report, scrutinise the evidence and commentaries provided, and decide if it is comfortable with the trends. If appropriate, members may wish to</p>

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	consider and identify a more in-depth review of specific areas, to inform their scrutiny activity.
Impact Assessment:	Equalities Impact Assessment: There are no specific equalities implications in this report. However, the prioritisation of resources in order to challenge inequalities in outcomes for Dorset's people is fundamental to the Corporate Plan.
	Use of Evidence: The outcome indicator data in this report is drawn from a number of local and national sources, including the Adult Social Care Outcomes Framework (ASCOF) and the Public Health Outcomes Framework (PHOF). There is a lead officer for each outcome whose responsibility it is to ensure that data is accurate and timely and supported by relevant commentary.
	Budget: The information contained in this report is intended to facilitate evidence driven scrutiny of the interventions that have the greatest impact on outcomes for communities, as well as activity that has less impact. This can help with the identification of cost efficiencies that are based on the least impact on the wellbeing of customers and communities.
	Risk: Having considered the risks associated with this report using the County Council's approved risk management methodology, the level of risk has been identified as: Current: Medium Residual: Low However, where "high" risks from the County Council's risk register link to elements of service activity covered by this report, they are clearly identified.
	Other Implications: None
Recommendation	That the committee: i) Considers the evidence of Dorset's position with regard to the outcome indicators in Appendix 1; and: ii) Identifies any issues requiring more detailed consideration through focused scrutiny activity.
Reason for Recommendation	The 2017-18 Corporate Plan provides an overarching strategic framework for monitoring progress towards good outcomes for Dorset. The Overview and Scrutiny committees provide corporate governance and performance monitoring arrangements so that progress against the corporate plan can be monitored effectively.

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Appendices	<ol style="list-style-type: none">1. Population and Performance October 2017 – Safe2. Financial benchmarking information: Adult Social Care3. Value for Money: Economy and the Environment4. Value for Money: Children's Services
Background Papers	<p><i>Dorset County Council Corporate Plan 2017-18</i>, Cabinet, 28 June 2017</p> <p>https://www.dorsetforyou.gov.uk/corporate-plan-outcomes-framework</p>
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1. **Corporate Plan 2017-18: Dorset County Council's Outcomes and Performance Framework**

- 1.1 The corporate plan includes a set of "population indicators", selected to measure progress towards the four outcomes. No single agency is accountable for these indicators - accountability is shared between partner organisations and communities themselves. For each indicator, it is for councillors, officers and partners to challenge the evidence and commentaries provided, and decide if they are comfortable that the direction of travel is acceptable, and if not, identify and agree what action needs to be taken.
- 1.2 The October Overview and Scrutiny Committee reports moved forwards with the next, fundamental step in the development of our performance framework – the identification of **service performance measures**, which measure the County Council's own specific contribution to, and impact upon, corporate outcomes. For example, one of the outcome indicators for the "Safe" outcome is "The number of people who are killed or seriously injured on Dorset's roads". A performance measure for the County Council on this is "The percentage of roads in need of maintenance", since one of the ways we improve road safety is to ensure that roads are kept in good condition.
- 1.3 Unlike with the population indicators, the County Council is directly accountable for the progress (or otherwise) of performance measures, since they reflect the degree to which we are making the best use of our resources to make a positive difference to the lives of our own customers and service users.
- 1.4 Where relevant, this report also presents **risk management** information in relation to each population indicator, identifying the current level of risks on the corporate register that relate to our four outcomes.
- 1.5 Efforts continue to present an analysis of the **value for money** of County Council services to sit alongside the performance information in this report. In the interim, Appendix 2 of this report provides financial benchmarking information for Adult Social Care, Appendix 3 provides a value for money analysis of some key areas of work for the Environment and the Economy Directorate, and Appendix 4 provides equivalent information for Children's Services.
- 1.6 Since October, outcome lead officers have focused on ensuring that the commentaries on each page of these monitoring reports reflect the strategies the County Council has in place in order to improve each aspect of each outcome for residents. So for example, with the road traffic accidents indicator discussed above, the commentary seeks to explain the strategies we have in place to make improvements – including highway maintenance – and then report on the success of those strategies. It is therefore hoped that members will find the information in the reports even more accessible and meaningful this quarter, and as such, more helpful in informing scrutiny of progress towards outcomes.
- 1.7 Members are encouraged to consider all of the indicators and associated information that fall within the remit of this committee at Appendix 1, scrutinise the evidence and commentaries provided, and decide if they are comfortable with the direction of travel. If appropriate, members may wish to consider a more in-depth review of specific areas. The Planning and Scoping document developed last year will facilitate this process, should the decision be made to undertake a more detailed scrutiny exercise.
- 1.8 All of the information for each population indicator is summarised on a single page, and is now in a portrait rather than landscape orientation following feedback that previous reports have been difficult to read on mobile devices.

2. **Suggested area of focus**

At the beginning of Appendix 1, there is a summary of progress with all of the population indicators and performance measures, and some suggestions for areas

upon which the committee might wish to focus its consideration and scrutiny. These areas have been highlighted because they are currently showing a worsening trend. They are briefly summarised below, and full commentaries are provided within the body of the main reports, including the strategies currently in place to drive improvement.

Indicator	Summary of issues
<p>SAFE 06: Rates of crime, antisocial behaviour and domestic abuse in Dorset</p>	<p>The 3 year trend is an increase in total crime both in Dorset and nationally, including total crime, anti-social behaviour and domestic abuse crime. Although this is partly due to improvements in Police recording standards and an increased willingness by people to report crime, it is generally understood that in some categories crime is increasing. Partners including Dorset Police and the local authorities are exploring the issues through their partnership groups (including the Dorset Community Safety Partnership) with the aim of putting interventions and solutions in place.</p>
<p>SAFE 07: Number of people killed or seriously injured on Dorset's roads</p>	<p>Performance measures: There has been a slight decline in the performance of some of our highway maintenance measures, by which we seek to enhance road safety:</p> <ul style="list-style-type: none"> • Road condition in need of maintenance • % inspections completed on time • Skid resistance - principal
<p>SAFE 01: Rate of Children in Care</p>	<p>Performance measure: There is a slight downward trend in the number of Looked After Children ceased as a result of a special guardianship order.</p>

3. Towards more granular data: Persistent absence case study

- 3.1 The definition of persistent absence is pupils who have an overall absence rate of 10% or over. Persistent absence from school creates serious problems for children. There are known links between persistent absenteeism, truancy, street crime and anti-social behavior, and children who are missing from school are more vulnerable to exploitation. There is also clear evidence of a link between poor attendance at school and low levels of achievement.
- 3.2 Primary responsibility for pupil absence primarily rests with the parent or carer, with schools responsible for monitoring and encouraging attendance where there are problems. The local authority trades an attendance service to schools, and provides early help and intensive family support packages through [Dorset Families Matter](#) (our local Troubled Families Programme), and through Family Partnership Zones. We also

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- provide an enforcement role regarding parents and carers who fail to ensure that their children attend school regularly, where necessary issuing penalty notices to parents.
- 3.3 Good early years provision also has an early and significant impact, helping to engender good relationships with education providers and positive habits around attendance. School design, school admissions, and home to school transport services also have an influence in encouraging good attendance.
 - 3.4 The “whole of Dorset” figure, showing 11% of pupils persistently absent from school, allows us to track the issue at a strategic level, which is useful in highlighting any trends. What is missing is the story behind the headline figure: where do children’s services need to be focusing their efforts to reduce absenteeism, which schools or areas of the county have higher levels, and for what reason?
 - 3.5 To gain a greater insight and provide an accessible analytical tool, the County Council’s Policy & Research team has developed an [interactive dashboard looking at pupil absenteeism across Dorset](#).
 - 3.6 The dashboard allows the user to drill down to small geographic areas – known as “lower super output areas (LSOAs)” to look at persistent absence at a more detailed level across the County. Potential causal factors including deprivation, distance from school, special educational needs, ethnicity and a range of other socio-economic measures are also considered alongside this. On the following page is an example of how levels of persistent absence can be ranked by LSOA using the dashboard. Please note that it is not possible to show all 249 LSOAs on a single page, but they can all be viewed by clicking on the link above.
 - 3.7 This analysis allows the user to establish that areas with higher proportions of these causal factors are linked to higher levels of absenteeism. For example: Fortuneswell North in Portland has levels of pupil absenteeism of 27% - the second highest in the County. It is also ranked as one of the most deprived areas in the County. However this is not a uniform pattern, and there are a number of areas which deviate from this trend which prompt consideration of what additional influences may be reducing these rates. For instance, the Bridport Skilling and Court Orchard areas of West Dorset have significant levels of deprivation but do not have high levels of persistent absence. This has led to further discussion about distance and ease of access to schools. This also offers the opportunity to investigate if particular schools have adopted absence policies that are proving effective, or a range of other potential factors.
 - 3.8 Other interesting insights that can be derived include where levels of absenteeism for a particular area are high but causal factors are low for example: Verwood Noon Hill in East Dorset has the 14th highest levels of absenteeism in the county but interestingly has no obvious causal factors. This inconsistency offers an opportunity for further analysis.
 - 3.9 The ability to interrogate the data that sits behind the headlines highlights the power of the dashboard as an analytical tool for officers, managers and councillors to gain a much greater insight and ask questions into how absence levels can be tackled across Dorset.

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LSOA by % Persistent Absenteeism

