

**Policy and Scrutiny Committee Referrals (September 2009 Scorecards)**

The following indicators are referred from the monthly EssexWorks Corporate Plan and LAA Scorecards under the following criteria:

- The 2008/09 target was missed and there is strong concern that the 2009/10 target will not be met, i.e., forecast assessed 'red' in the latest Scorecard
- The forecast position for this indicator has been assessed as 'red' for three times during 2009/10; or
- We know that the 2009/10 target has been missed
- \*Please note that due to anticipated lags on data, some of the areas referred may relate to 2008/09 targets which have been missed

Why this indicator is important	Indicator Ref	Indicator Definition	Target 2009/10	RAG	Concerns	Key actions underway	Actions planned (with timescales)
<b>Referrals to Central Services Policy and Scrutiny Committee</b>							
<b>Corporate Plan</b>  (Lead Directorate: Policy, Community, Planning and Regeneration)	LI1	Overall satisfaction of residents with Essex County Council  <i>Good performance is a HIGH value</i>	56%	<b>RED forecast for 2009/10</b>	<p>Last year (2008/09) there was a drop in resident satisfaction levels with Essex County Council falling from 52.16% in 2007/08 to 46.5% in 2008/09. These results have now been confirmed.</p> <p>The next Survey will be carried out in the Autumn. The results from this will be used to compare our performance against target for 2009/10. Based on our 2008/09 results we would not expect to meet target.</p> <p><b>This area is to be referred to Policy and Scrutiny Committee:</b> The 2008/09 target was missed and there is red forecast for 2009/10.</p>	<p>Overall satisfaction measures can be unreliable and responses may be based on numerous factors which do not truly represent the public's view of ECC and its services. This does not truly reflect the satisfaction of people who have had direct involvement with the Council.</p> <p>There is strong evidence that this is influenced by external factors such as population structures and national events. Locally, it seems to be most influenced by Value for Money which is the largest single driver (about 18%) and satisfaction with services. Lower satisfaction scores tend to be associated with districts of high deprivation and younger, working-class Mosaic groups.</p> <p>A targeted Communications campaign is underway based on Mosaic and other analysis of Tracker data. Communications remain critically important especially stories around Value for Money.</p>	The Public Engagement Team will be carrying out research to determine the top 5 drivers of satisfaction based on results from the Tracker Survey and mid year survey commissioned by the Customer Excellence Team.

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<b>Corporate Plan</b>  <b>(Lead Directorate: Finance)</b>	LI 21	Value of capital receipts  Good performance is a HIGH value	£40m	<b>RED forecast for 2009/10</b>	<p>Our 2008/09 outturn was £22m against a target of £40m.</p> <p>As a result of our 2008/09 outturn this area has been assessed as red for 2009/10.</p> <p><b>This area was referred to Policy and Scrutiny Committee from the November 2008 Scorecards for 2008/09.</b></p> <p><b>This area is to be referred to Policy and Scrutiny Committee: This is a re-referral.</b>            The 2008/09 target was missed and there is a red forecast assessment for 2009/10.</p>	The original target of £40million was set in a more favourable economic climate and with this in mind the target will need to be reviewed.	

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<b>Referrals to Children and Young People Policy and Scrutiny Committee</b>							
<b>Corporate Plan</b>  (Lead Directorate: Schools, Children and Families)	NI 89a	Number of schools in special measures  <i>Good performance is a LOW value</i>	0	<b>Red forecast for 2009/10</b>	<p>Red forecast RAG assessment against the end of year target and red actual.</p> <p>The final figure for the 2007/08 Academic Year was 3. Currently there are 2 schools in special measures.</p> <p><b>This area was referred to Policy and Scrutiny Committee from the January 2009 Scorecards for 2007/08 AY.</b></p> <p><b>This area is to be referred to Policy and Scrutiny Committee:</b> This is a re-referral. The 2008/09 target was missed and there is a red forecast assessment for 2009/10.</p>	<p>The figure of 3 schools in special measures has since been reduced to 2 following the closure of a special school.</p> <p>Furtherwick Park went into special measures in January and Alderman Blaxill came out of Special Measures on February 26<sup>th</sup> so this figure remains two.</p> <p>When Bishops Park becomes an Academy with Colbayns in September 2009, the figure (assuming no further schools go into Special Measures) will reduce to one.</p>	Support for all schools in special measures is continuing.
<b>Corporate Plan &amp; Local Area Agreement</b>  (Lead Directorate: Schools Children and Families)	NI 117	16-18 year olds who are not in Education, Training or Employment (NEET)  <i>Good performance is a LOW value</i>	5.3%	<b>RED forecast for 2009/10</b>	<p>The final outturn in 2008/09 was 6.7% against a target of 5.4%. This as a drop from 5.6% in 2007/08.</p> <p>Current performance is 7.4% (July 2009) which was behind the July 2008 result of 5.3%, There are seasonal variations and we will</p>	<p>This area is affected by the economic downturn and therefore available opportunities for young people. A greater number of young people joining the NEET cohort from employment plus a reduction in the number of available opportunities presents a challenge.</p> <p>Actions underway include:</p>	

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					<p>expect to see higher results in August.</p> <p>As a result of the outturn in 2008/09 and current performance the forecast for 2009/10 is red.</p> <p><b>This area was referred to Policy and Scrutiny Committee from the March 2009 Scorecards for 2008/09.</b></p> <p><b>This area is to be referred to Policy and Scrutiny Committee:</b> This is a re-referral. The 2008/09 target was missed and there is a red forecast assessment for 2009/10.</p>	<p>The development of an employer liaison project to provide additional job opportunities for young people and to match people to these vacancies.</p> <p>Job coaching and intensive work with NEET young people to support them and prepare them for employment / training.</p> <p>An apprenticeship programme (1,000 places across Essex) including prioritisation of looked after children.</p> <p>'Get Sorted' events have been run and clearing house events held post GCSE to match young people who haven't achieved predicted grades.</p> <p>The Total Place project will focus on the reasons that young people become NEET in Tendring (highest percentage of NEET young people in Essex) and what can be done to address this.</p>	
<p><b>Corporate Plan</b></p> <p>(Lead Directorate: Schools Children and Families)</p>	LI 38	<p>Number of 14-17 year olds in care</p> <p><i>Good performance is a LOW value</i></p>	408	<p><b>RED forecast for 2009/10</b></p>	<p>The final outturn in 2008/09 was 509 against a target of 421. This was a drop from 452 14-17 year olds in care in 2007/08.</p> <p>The increases in 14-17 year olds in care has continued in 2009/10 with current performance at 518 compared to a target for</p>	<p>The Assessment and Child Protection Service are reviewing this indicator in respect of the number of adolescents coming into care and the number of adolescents (Section 20) returning home. This will help better understand the position with regards to 14-17 year olds in care.</p> <p>Since the Wandsworth judgement, there is a duty on the</p>	<p>Work has commenced to break this local indicator down into age groups and length of time in care rather than total number of 14-17 year olds in care. This will enable us to identify groupings of children in care and target resource or support appropriately.</p>

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					<p>the year of 408.</p> <p>As a result of our current performance the forecast for 2009/10 is red.</p> <p><b>This area was referred to Policy and Scrutiny Committee from the November 2008 Scorecards for 2008/09.</b></p> <p><b>This area is to be referred to Policy and Scrutiny Committee:</b> This is a re-referral. The 2008/09 target was missed and there is a red forecast assessment for 2009/10.</p>	<p>LA to view all vulnerable people age 16/17 who are placed in non LA accommodation as CLA. As a result there is a 'bulge' of adolescents in the care system and therefore this indicator may not improve in the short term.</p>	
<p><b>Corporate Plan &amp; Local Area Agreement</b></p> <p>(Lead Directorate: Schools Children and Families)</p>	NI 59	<p>Percentage initial assessments for children's care carried out within 7 working days</p> <p><i>Good performance is a HIGH value</i></p>	80.0%	<p><b>RED forecast for 2009/10 (NEW)</b></p>	<p>The final outturn in 2008/09 was 75% against a target of 75%. However, since April of this year performance has been in decline and performance for July was 49.9% against a target for the year of 80.0%.</p> <p>This drop has partly been caused by improved working practices where Impact Assessments are now not completed until a team manager has signed them off.</p>	<p>This area is part of a 6 week data quality programme (being carried out until the end of September 2009) to add extra business support capacity to the team to enter completed assessments onto the system.</p> <p>A Threshold document (for referrals) has been circulated to operational staff and partner agencies and is due to be implemented in October. This will help improve the referral process.</p> <p>A programme of recruiting social workers is currently underway with 55 qualified workers expected to join the service over</p>	

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					<p>In addition, Social Worker vacancy rates have had an impact on capacity to swiftly carry out assessments.</p> <p>At the beginning of July, there were 1106 initial assessments (greater than 7 days old) that had started but not yet completed and entered onto the system.</p> <p>As a result of current performance the forecast for 2009/10 is currently red.</p> <p><b>For referral to Policy and Scrutiny:</b> It is very likely that the 2009/10 target will be missed.</p>	the next 10 weeks.	
<p><b>Corporate Plan &amp; Local Area Agreement</b></p> <p>(Lead Directorate: Schools Children and Families)</p>	NI 60	<p>Core assessments carried out within 35 working days</p> <p><i>Good performance is a HIGH value</i></p>	80.0%	<p><b>RED forecast for 2009/10 (NEW)</b></p>	<p>The final outturn in 2008/09 was 81% against a target of 75%. However, since April 2009 performance has declined with results for July at 69% against a target of 80%.</p> <p>This decline has partly been caused by improved practice where assessments must now be signed off by a team manager and a lack of resources as highlighted above.</p>	<p>This area is part of a 6 week data quality programme (being carried out until the end of September 2009) to add extra business support capacity to the team to enter completed assessments onto the system.</p> <p>A Threshold document (for referrals) has been circulated to operational staff and partner agencies and is due to be implemented in October. This will help improve the referral process.</p> <p>A programme of recruiting social workers is currently underway</p>	

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					<p>This measure is significantly affected by missing assessment start and end dates recorded on SWIFT.</p> <p>As a result of current performance the forecast for 2009/10 is currently red.</p> <p><b>For referral to Policy and Scrutiny:</b> It is very likely that the 2009/10 target will be missed.</p>	<p>with 55 qualified workers expected to join the service over the next 10 weeks.</p> <p>Commissioning of some core assessments to an independent organisation has taken place.</p>	
<p><b>Corporate Plan</b></p> <p>(Lead Directorate: Schools Children and Families)</p>	NI 64	<p>Children with long-term protection plans</p> <p><i>Good performance is a LOW value</i></p>	6.0%	<p><b>RED forecast for 2009/10</b></p>	<p>The final outturn in 2008/09 was 6.7% against a target of 4.5%. There has been a further drop in 2009/10 with performance for July at 8.1% against a target of 6%.</p> <p>In July there was a spike due to 2 sibling groups ceasing to have a child protection plan, which had lasted more than 2 years.</p> <p>As a result of current performance the forecast for 2009/10 is currently red.</p> <p><b>This area was referred to Policy and Scrutiny Committee from the November 2008</b></p>	<p>It was expected at the start of 2009/10 that this indicator would decline before it could improve due to a thorough audit of child protection cases. Forecast predications based on trends to date show the 2009/10 outturn will be close to the 2008/9 outturn, at 7%.</p> <p>The service is provided with lists of children with a child protection plan between 11 and 13 months in duration, and 18 month plus. These lists are used to schedule reviews of these cases and seek alternative arrangements for these children, where appropriate, therefore, in most cases, being removed from CPP before reaching 2 years duration.</p> <p>There are currently 22 children with a CPP for more than 2 years, if these children cease to have</p>	

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					<p><b>Scorecards for 2008/09.</b></p> <p><b>This area is to be referred to Policy and Scrutiny Committee:</b> This is a re-referral. The 2008/09 target was missed and there is a red forecast assessment for 2009/10.</p>	<p>this plan during this year, they will fall into this measure.</p>	

**Note:** In addition, provisional results suggest that other educational targets will not be met for 2009/10 (relating to the 2008/09 academic year). The data is currently provisional (as identified on the LAA and Corporate Plan Scorecards) and final results are expected to be available in early 2010.

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<b>Referrals to Safer and Stronger Communities Policy and Scrutiny Committee</b>							
<b>Corporate Plan</b>  (Lead Directorate: Policy Community Planning and Regeneration)	LI 30	Essex ranked as the safest County in England within 5 years  <i>Good performance is shown by an improved rank compared with others</i>	Improved Rank	<b>RED ACTUAL for 2008/09</b>  <b>AMBER forecast for 2009/10</b>  <b>(NEW)</b>	<p>This area is assessed as red for 2008/09 (amber for 2009/10) since we have fallen in our ranking compared with other areas from 8<sup>th</sup> to 9<sup>th</sup>.</p> <p>Over the previous year there has been a significant reduction of 4 crimes per 1000 residents in Essex (from 71 in 2007/8 to 67 in 2008/9). The level is far better than the national average of 101 for England in 2008/9 (a decrease of 7 from 108 in 2007/8).</p> <p>This area is assessed as amber as despite the improved crime rate the national ranking compared with other areas from 8<sup>th</sup> to 9<sup>th</sup>.</p> <p>The monthly figures throughout 2009 continue to show an overall downward trend.</p> <p><b>For referral to Policy and Scrutiny Committee:</b> The 2008/09 target was missed.</p>	<p>While the crime rate has reduced in Essex, those ranked above Essex in the most part are achieving slightly higher reductions (as a rate per 1,000 population – for top 9 areas, the average reduction is 5 crimes per 1,000 population. Essex has achieved 4). Therefore Essex's ranking nationally for 2008/9 is 9th (having previously been 8<sup>th</sup>).</p> <p>Overall crime rates in Essex are monitored monthly and there are many ongoing strands of work to reduce crime in Essex and achieve the pledge.</p>	

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<p><b>Corporate Plan &amp; Local Area Agreement</b></p> <p>(Lead Directorate: Policy Community Planning and Regeneration)</p>	LI 36 / LI 7.1	<p>Repeat incidents of domestic violence</p> <p><i>Good performance is a LOW value.</i></p>	4,926	<b>RED forecast for 2009/10</b>	<p>Our 2008/09 result was 7,650 repeat incidents of domestic violence compared to a target of 5,084. At present there is no data to assess 2009/10 performance (see right)</p> <p>The decision has been taken by Essex Police (target leads) to change the formal measure for 2009/10 in line with national APACS measure which records repeat incidents as referrals to MARACS (multi-agency risk assessment centres).</p> <p><b>This area was referred to Policy and Scrutiny Committee from the November 2008 Scorecards for 2008/09.</b></p> <p><b>This area is to be referred to Policy and Scrutiny Committee:</b> This is a re-referral. The 2008/09 target was missed and there is a red forecast assessment for 2009/10.</p>	<p>After the Safer Essex Partnership meeting in July it was agreed that the original measure would continue to be monitored in addition to implementing the new measure for the LAA (NI 32 measuring repeat domestic violence (cases previously reviewed at MARAC within the last 12 months).</p> <p>We have requested this performance information backdated to May from Essex Police and hope to receive as soon as possible.</p>	