

Andy Sharp / Pete Campbell			Children and Family Service				Q1 2020/21	AMBER
Indicator Ref:			% of Children in Care where the child has been visited in the past 6 weeks (or 12 weeks if this is the agreed visiting schedule)				Type: Snapshot	
Executive	2018/19 Year End	2019/20 Year End	2020/21				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	■	■	◆				≥95%	Higher is better
Qrtly outturn	-	-	-					
YTD outturn	(164/173) 94.8%	(145/158) 91.8%	(63/150) 42.0%					
<p><b>REASON FOR AMBER:</b></p> <p>We are only classing a visit as ‘statutory’ if it is carried out face to face. The coronavirus pandemic has meant that this has not always been possible in recent weeks. Performance rises to 96% if telephone and video meetings are also included. We have also chosen not to exercise the ‘easements’ that have been afforded by the Coronavirus Act 2020.</p> <p><b>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN, ALTERNATIVE PLANS AND EXPECTED IMPROVEMENT:</b></p> <p>Visits are increasingly being carried out face to face and, provided that this can continue, performance against this indicator will improve. The target remains achievable by year end and no remedial action is required.</p> <p><b>IMPACT ON OTHER MEASURES:</b> Not applicable</p> <p><b>STRATEGIC ACTIONS REQUIRED:</b> None required.</p>								

Joseph Holmes / Andy Walker			Finance & Property				Q1 2020/21	RED
Indicator Ref:			Non domestic rates collected as percentage non domestic rates due				Type: Snapshot	
Executive	2018/19 Year End	2019/20 Year End	2020/21				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	★	★	■				98.8%	Higher is better
Qrtly outturn	-	-	-					
YTD outturn	(251,705,119/ 355,628,967) 98.4%	(88,068,975/ 89,028,134) 98.9%	(15,038,824/ 55,154,964) 27.27%					

**REASON FOR RED:**

For comparison, Q1 2019/20 = (30,558,961/89,903,445) 34.0%

Covid-19 has had a massive effect on collection. Many businesses have been closed since March resulting in the Council stopping all Direct Debits payments in April or May. Additional relief has been awarded to those who qualify but cash payments have remained limited.

The Council also decided not to issue any 'recovery' letters or to use any enforcement action.

**REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN, ALTERNATIVE PLANS AND EXPECTED IMPROVEMENT:**

Decision to be taken next month\* (August) as to whether recovery and enforcement action can start.

\***Note:** Update following the Executive Meeting held on 3 September 2020 - Gold Group has decided that soft reminders should be sent.

**FINANCIAL IMPLICATIONS:** Loss of income to the Council

**IMPACT ON OTHER MEASURES:** This will have affected the council's income / cash flow.

**SERVICE PLAN UPDATES REQUIRED:** None

**STRATEGIC ACTIONS REQUIRED:** None

Andy Sharp / Paul Coe			Adult Social Care				Q1 2020/21	RED
Indicator Ref: CBgasc2			% of WBC provider services inspected by Care Quality Commission (CQC) that are rated good or better by CQC in the area of "safe"				Type: Snapshot	
Executive	2018/19 Year End	2019/20 Year End	2020/21				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	■	■	■				100%	Higher is better
Qrtly outturn	-	-	-					
YTD outturn	5/6 83.3%	4/6 66.7%	4/6 66.7%					
<b>REASON FOR RED:</b>  Birchwood Nursing Home was re-inspected in July 2019 and achieved an overall rating of Requires Improvement (RI); published in September 2019. There were improvements within the 5 domains and 2 achieved a rating of Good, but this did not change the overall rating. The next Inspection is expected in November 2020.  Walnut Close was inspected in September 2019 with a published report in December 2019. The Home achieved a rating of RI overall and in all domains with the exception of Caring. One issue for Walnut, causing breaches in regulation leading to an RI rating, related to the fabric of the building and internal maintenance which was deemed to be poor.  <b>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN, ALTERNATIVE PLANS AND EXPECTED IMPROVEMENT:</b>  An external consultant was commissioned to review environment and practice in Birchwood and work directly with the home on specific areas of activity to improve the rating for 2020. This work began towards the end of 2019 and is ongoing during 2020. Further action plans have been developed and implemented.  Similarities in practice apply across all our homes and it is reasonable to assume all will benefit from actions drawn from this work.  Positively; Willows Edge was recently inspected (Feb 2020) and the overall outcome achieved was good in all 5 areas. It is clear that some of the recent work is having a positive impact.  Focus in Q1 has been on adapting to and supporting the Coronavirus Pandemic.								

During the Covid pandemic, the CQC has been undertaking virtual assurance checks because site visits are not considered appropriate. These checks have taken place for all four homes during the last two months and no concerns have been raised.

**FINANCIAL IMPLICATIONS:**

Both Birchwood and Walnut Close had a high number of COVID infections. 2 impacts - closed to new admissions and high number of deaths means occupancy has decreased during Q1

**IMPACT ON OTHER MEASURES:** None

**SERVICE PLAN UPDATES REQUIRED:** None, as this is already incorporated in the ASC Service Plan and monitored through the Council Delivery Plan.

**STRATEGIC ACTIONS REQUIRED:** None

John Ashworth / Gary Lugg			Development and Planning				Q1 2020/21	AMBER
Indicator Ref:			% of planning appeals won				Type: %+	
Executive	2018/19 Year End	2019/20 Year End	2020/21				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	-	★	◆				65% (England Average)	Higher is better
Qrtly outturn	-	-	-					
YTD outturn	-	51 / 63 81%	5 / 9 55.6%					

**REASON FOR AMBER:**

There is no particular change in circumstances within the Service that has caused this outcome for the Quarter. Which appeals are submitted, when those appeals are made, and also when those appeals are determined, are outside the control of the Service. There has been an impact on the timeliness of decisions coming through for appeals from the Inspectorate as a result of COVID-19 and some of these decisions may have come through in an earlier Quarter had this particular circumstance not occurred. These decisions all relate to appeals lodged between October 2019 and December 2019. The number of appeals is low and therefore greater percentage swings are likely over the short Quarterly reporting periods as opposed to the full Year End outcome. As this is Quarter 1 it is expected that appeal decisions can balance out over the Year. The live YTD position on this indicator is 64%.

**REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN, ALTERNATIVE PLANS AND EXPECTED IMPROVEMENT:**

Monitoring of the Inspectorate's appeal decisions and the comments made in them about the original decisions made (which lead to the need to appeal) are monitored after the receipt of each decision. A Quarterly report is prepared within the Service to summarise the appeal decisions and provide feedback on some of the key findings. This report is presented at the Portfolio Holder Briefings. There is currently no identifiable adverse pattern in respect of appeal decisions. If a pattern was to emerge, any necessary remedial management action would be identified and implemented.

**IMPACT ON OTHER MEASURES:** None.

**STRATEGIC ACTIONS REQUIRED:** None.

Andy Sharp / Paul Coe			Adult Social Care				Q1 2020/21	RED
Indicator Ref:			Agree and publish a strategic framework to improve the employment opportunities of vulnerable people				Type: text	
Executive	2018/19 Year End	2019/20 Year End	2020/21				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG			■				September 2020	-
Qrtly outturn	-	-						
YTD outturn	-	-	Delayed					
<b>REASON FOR RED:</b> <p>This piece of work has not progressed significantly during Q1 due to competing priorities and the challenge of engaging with other partners during a time of change and uncertainty.</p>								
<b>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN, ALTERNATIVE PLANS AND EXPECTED IMPROVEMENT:</b> <p>Some focused work has now been undertaken but the target date does not currently seem achievable, however an alternative data of December 2020 would be possible. Please note that a new Provider has now begun to deliver the Supported Employment service (commissioned through the Voluntary Sector Prospectus) and they will be an important partner.</p>								
<b>FINANCIAL IMPLICATIONS:</b> None								
<b>IMPACT ON OTHER MEASURES:</b> None								
<b>SERVICE PLAN UPDATES REQUIRED:</b> New target date of end of December 2020.								
<b>STRATEGIC ACTIONS REQUIRED:</b> None								