

## **Lancashire County Council**

### **Cabinet Committee on Performance Improvement**

**Minutes of the Meeting held on Monday, 8th June, 2015 at 2.00 pm in Cabinet Room 'B' - The Diamond Jubilee Room, County Hall, Preston**

#### **Present:**

#### **County Councillors**

J Mein	A Schofield
D Borrow	M Tomlinson
B Winlow	T Martin

#### **1. Apologies for Absence**

None.

#### **2. Disclosure of Pecuniary and Non-Pecuniary Interests**

None declared.

#### **3. Minutes of the Meeting held on 10 March 2015**

**Resolved:** - That the minutes of the meeting held on 10 March 2015 be agreed as a true and accurate record and be signed by the Chair.

#### **4. Quarterly Corporate Performance Monitoring and Improvement - Quarter Four 2014/15 Report**

Michael Walder, Senior Policy and Performance Officer, presented a report setting out details of corporate performance monitoring for the fourth quarter of 2014/15 (January – March) which showed that 69% of the total number of Directorate Key Performance Indicators, reported across each of their Quality of Service Reports, were performing relatively well and were on track/target and/or improving.

As this Quarter's reporting also monitors year end performance, the report provided an update on a number of issues including Deprivation of Liberty Safeguarding applications, averaged aged debtors, adoption, NHS Health Checks, together with examples of performance highlights, e.g. under 18 conceptions, GCE A level results, absence levels in schools, schools judged as

good/outstanding, carriageway and footway defects repaired, street lighting faults repaired, FOI requests and Blue Badge applications.

**Resolved:** - That:

- (i) The report now presented be noted;
- (ii) Further update reports on Adoptions and NHS Health Checks be considered at the meeting of the Cabinet Committee on 28<sup>th</sup> July 2015.

## **5. Children Looked After Health Assessments Recovery Plan**

Bob Stott, Director for Universal and Early Support services, and Diane Booth, Head of Children's Social Care, attended and presented a report setting out an update on the Recovery Plan around Health Assessments completed for Children Looked After (CLA).

It was reported that Q1 of 2014/15 demonstrated a continual decline in performance to an in-year low of 52.5%, however rates improved in Q2 and this recovery continued within Q3 and Q4 with performance recovering to rates reported 12 months ago. The data as at March 2015 demonstrates an improvement of 2% on year end performance.

As at 31 March 2015, of the 1617 CLA, 1343 children (83.1%) had a health assessment completed in the year, with 259 children overdue a health assessment. The remaining 15 children (0.9%) had refused a health assessment. For CLA for 12 months or more, performance is 85.2%.

It was reported that a full recovery plan has been implemented to address this area of performance. The establishment of multi-agency locality operational tracking groups and a strategic performance monitoring group has reduced duplication, improved data recording and reporting and resolved most barriers to improvement.

**Resolved:** - That the report now presented, be noted.

## **6. Update on the response to Ofsted Inspection of Lancashire Adult Learning**

Amanda Melton, Principal of Nelson and Colne College, attended and presented a report setting out an update on the response to the Ofsted Inspection of Lancashire Adult Learning (LAL).

It was reported that following Ofsted's inspection of LAL from 3<sup>rd</sup> to 7<sup>th</sup> November 2014 when LAL had received an overall assessment of Grade 4, Inadequate, a second follow up re-inspection monitoring visit was carried out on 17 March 2015. Assessed against the key themes set out in the report, Ofsted assessed that there had been a reasonable improvement for learners.

Further information regarding the actions set out in the Post Inspection Action Plan was provided at Appendix 'A' to the report and Ofsted's follow up re-inspection monitoring visit report was provided at Appendix 'B'.

**Resolved:** - That the report now presented, be noted.

## **7. BT Lancashire Services Limited Service Governance and Performance Monitoring Report**

Gabby Nelson, Client Services Manager, and Mark Mayer, Chief Operating Officer, BT Lancashire Services, attended and presented a report setting out an update on BT Lancashire Services Limited service governance and performance monitoring.

The report covered the third and fourth quarters of operation of the new arrangements in respect of the services that remained within the strategic partnership, i.e. ICT and Payroll and Recruitment.

All contractual and non-contractual performance targets were met within Quarters 3 and 4. Key activity completed included:

- The Child Protection Information Sharing Project received positive media attention following its launch earlier in the year detailing how Lancashire were leading the way in introducing new ways of working.
- The new Oracle Expenses system went live in February 2015 for both Lancashire County Council and South Ribble Borough Council, for around 46,000 users, with the project being delivered on schedule.
- Within Recruitment Services, the internal performance indicator for employment offer documentation (conditional) being issued within 48 hours, following receipt of the necessary approvals to recruit, hit 100% for the first time this year.
- The Payroll Service gained the Chartered Institute of Payroll Professionals (CIPP) Payroll Quality Partnership (PQP) accreditation following assessment on 19 February 2015.

Further information providing a more comprehensive measurement of service delivery was set out at Appendix 'A' to the report.

An update was also provided regarding a number of issues, including revised contract monitoring and governance arrangements, core systems, education and BTLS staffing.

**Resolved:** - That the report now presented, be noted.

## **8. Urgent Business**

There was no urgent business to be considered.

**9. Date of Next Meeting**

The Cabinet Committee noted that the next meeting would be held on Tuesday 28 July 2015 at 2.00pm in Cabinet Room 'B' – The Diamond Jubilee Room, County Hall.

I Young  
Director of Governance, Finance  
and Public Services

County Hall  
Preston