



## Social Care Services Board

9 December 2016

### Report from Assistant Director for Children's Services

#### Purpose of report:

1. This report relates to the agreed Performance Management information created for both this Board and the Improvement Board. It is also utilised to satisfy other interested groups and parts of the wider council. It is an attempt to keep things targeted and focused and is the "one single vision of the truth".

It is the subject of regular review and discussion at the Performance and Finance Sub-Group Board meeting.

2. The information is a digest of a much fuller reporting scheme as it concentrates on the key areas as identified by this Board. It is produced independently of the service area and the commentary within it reflects that independence. The report covers the period to the end of October. At the point of writing the content of the report is unknown but will be the subject of a brief introduction covering any areas of concern.
3. The report is produced by the Performance and Knowledge Management unit who take responsibility for monitoring for significant changes such as an increasing trend or sudden "spike" in the areas considered to be the main areas of interest.

On this occasion Children's Services Management in conjunction with "PKM" have included for the Board's consideration a new indicator that relates to timeliness of visits to children subject to a Child Protection Plan. The significance of which will be explained at the Board meeting.

4. Finally, it was the stated aspiration of the Board not to continue to oversee Key Performance Indicators (KPIs) once they are seen to have improved; and if the improvement is maintained to remove them from the report and to concentrate on a different area. At this time improvements are being seen but it is considered premature to remove any of the present KPIs until the improvement has been sustained for a longer period of time.
5. Children's Services undertake a programme of audit and self-assessment each month. The Children's Continuous Improvement Team lead this work and are supported by the Principal Social Worker and Practice Coaches. In addition to this work and as part of our improvement journey, a Quality Assurance Framework has been developed for Children's Service and Early Help. This framework, held in the Commissioning and Prevention division of the service will provide an independent view of quality of practice and support our collective understanding of practice quality and impact.
6. We are all responsible for knowing and understanding the quality and impact of our practice. Political and professional leaders and staff at all levels must understand the experience of children and families and be aware the true impact of our practice. The discipline of observing, noticing, recording, reflecting, and learning will be central to delivering a robust quality and performance system. This process will inform decision

making about how we change and improve practice and should be augmented by our values.

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**Sources/background papers:**

Annex 1: Children Schools and Families Quality Assurance Framework and Approach

Annex 2: Surrey Children's Services Improvement Board - Monthly Performance

Compendium