

Report to: Children's Services and Culture
Scrutiny Committee

Date: 27th November 2013

Report of: Director of Children's and Adult
Services

Report No:

Contact Officer: John Livesey, Assistant Director

Tele No:
332130

Report Title: **Children's Services
Performance Management Report
Quarter Two 2013/14**

Purpose:

To provide the Committee with the latest available performance information for the Department and an update on recent national and local approaches to performance management.

Recommendations:

The Committee is requested to note the contents of this report.

Decision:

Background Doc(s):

1. Introduction

This departmental performance report is designed to provide the Committee with an overview of performance in children's services.

The report has been structured to clarify the links between the performance of the Department and the priorities identified for Bolton as a whole in the Community Strategy. The format of the report has been streamlined, to simplify the presentation of information - and to allow the Committee to focus more easily on areas where performance needs to be the subject of greater scrutiny.

2. Headlines and key messages

Provisional results for this year's KS2 and KS4 assessments are very encouraging. Pupils in Bolton are continuing to perform very well. Performance on the key measure of pupils achieving 5 good GCSEs including English and Maths remains above the national average. Similarly, although the key measure of pupil progress at the end of KS2 has changed, Bolton's performance on the key measure of KS2 attainment remains above average.

Recently-published adoption data for 2012-13 shows that Bolton continues to be successful in achieving permanence through adoption for a high proportion of Looked After Children. Bolton's adoption rate was double the England average, 3rd highest in the country and the highest in the North West.

3. Recent Developments

The Department's Connexions service has recently been assessed as meeting the Matrix standard. This is a nationally recognised standard for the delivery of effective Information, Advice and Guidance. The fact that the Department has achieved it provides valuable assurance of the continuing high quality of our Connexions service.

The launch of the Bolton Apprenticeship scheme in early September was a key event for the Department and its partners. The scheme will combine academic study with practical work experience with leading construction firms, and will see apprentices based in Bolton Town Hall and Bolton Market. In a further development aimed at helping people in Bolton of all ages find jobs, training and apprenticeships, a website which pulls together information from many sources and signposts learners and job seekers to appropriate support has been launched.

This year's BoSPAA awards were held in September. The awards celebrate the commitment of individuals and clubs throughout the borough to encouraging participation in sport. This year's awards saw extremely large numbers of nominations.

More than 1,200 children from 35 local primary schools and four secondary schools have so far taken part in the Healthy Relationships Project, funded by the council's neighbourhood manager's fund and the Amy Leigh Barnes Foundation and run by Fortalice. Lessons tackle domestic abuse through focusing on gender equality and the effects of emotional abuse and physical abuse. Evaluation of the project has been very positive and enough sponsorship has been secured to continue for the next academic year.

4. Children's Services Profile

The Children's Services Profiles shows how Bolton is doing on a range of key indicators affecting the lives of children and young people. For each indicator, the data used to draw up the profile is the most recently available verified national data for all English authorities. The range of indicators included has been chosen to give balanced coverage of different areas of the Department's operation and the priorities for children and young people agreed by Bolton Children's Trust as detailed in the Community Strategy.

In total, 9 of the indicators included in the Children's Services profiles have been updated for this report.

To bring children's performance reporting in line with the reporting for services for adults, there are now two versions of the Children's Service Profile.

The first one, shaded in yellow, is the now familiar profile showing how Bolton's latest performance compares with the average performance of our statistical neighbours. Bolton's statistical neighbours are Calderdale, Coventry, Derby, Dudley, Kirklees, Leeds, St Helens, Stockton-on-Tees, Tameside and Telford and Wrekin. It is important to remember that, in accordance with standard practice, Bolton has **not** been included in the calculations of average performance of its statistical neighbours. This means that if Bolton's performance is better or worse than that of all its statistical neighbours, the marker showing Bolton's performance will appear outside the grey bar showing the range of statistical neighbour performance.

The second Children's Services Profile, shaded in green, shows how Bolton's latest performance compares with the average performance of all local authorities in the North West. Bolton is included in the calculations of the North West average.

The Direction of Travel column contains sparklines which show the performance trend for each indicator over a number of years. This is intended to give a much clearer indication of the general direction of travel than was reported previously, where a simple 'better' or 'worse' than the previous year was recorded.

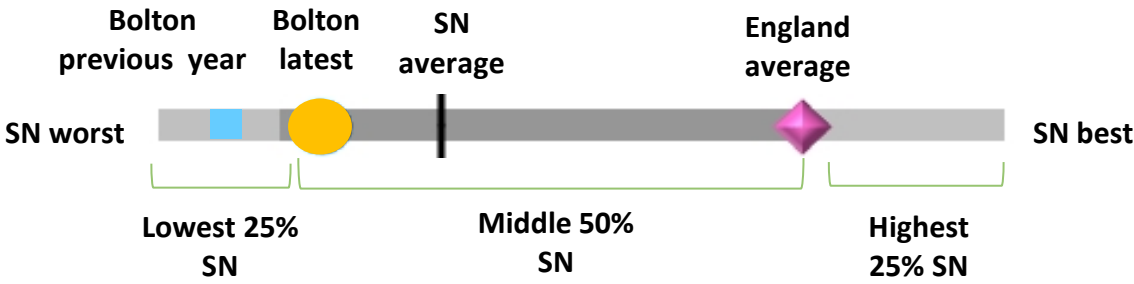
Children’s Services Profile

Bolton's latest published performance at 17th October 2013
Comparison with Statistical Neighbours



Bolton's latest performance is:

- More than 5% better than the average of Bolton's statistical neighbours
- Within 5% of the average of Bolton's statistical neithbours
- More than 5% worse than the average of Bolton's statistical neighbours
- Significantly better than best performing statistical neighbour
- Significantly worse than worst statistical neighbour



		Indicator	Bolton's Data	England Average	SN Average	SN Worst	← Stastical Neighbour Range →	SN Best	Bolton's Direction of travel	How many CYP does this refer to?	For further info see note
Improving Children's and Young People's Health	1	Obesity at Reception (%)	8.80	9.50	9.64	11.20		8.00		3392 children measured	
	2	Obesity at Y6 (%)	20.70	19.20	20.38	23.10		19.20		3058 children measured	
	3	Infant Mortality (Rate per 1,000 births)	5.20	4.40	4.99	7.50		2.70		20 children	
	4	Low Birth Weight (% of live and still births)	9.00	7.40	7.77	9.20		6.80		350 children	A
	5	Teenage Conceptions (Rate per 1,000)	39.60	30.90	39.33	48.90		32.30		213 young women	
Improving Outcomes for LAC	6	% of LAC achieving 5 A*-C grades at GCSE including English and Maths	28.90	14.60	17.83	0.00		33.30		40 pupils	
	7	Time taken to move in with adopters (ave. no. of days from entering care)	593	636	647	869		447		115 children over 3 years	
	8	% of LAC adopted	28.00	14.00	18.30	12.00		24.00		43 children	B
	9	% of children moving in with adopters in timescale	64.00	56.00	54.70	33.00		76.00		115 children over 3 years	
Keeping Children Safe	10	Rate becoming subject to CPP in year (rate per 10,000)	39.00	46.00	57.97	76.60		39.00		252 children	
	11	% of CPP lasting 2 years or more	12.40	5.60	7.45	11.00		2.80		47 plans	C
	12	% of CPP 2nd or subsequent time	3.20	13.80	13.95	17.10		11.10		8 cases	
Raising Attainment	13	% ready for school at EYFS	62.00	64.00	61.10	55.00		68.00		3650 children	
	14	% Making expected progression in Reading KS1 -KS2	89.00	88.00	87.90	85.00		91.00		3137 pupils	
	15	% Making expected progression in Writing KS1 -KS2	96.00	91.00	91.70	88.00		94.00		3139 pupils	
	16	% Making expected progression in Maths KS1 -KS2	91.00	88.00	88.60	85.00		94.00		3134 pupils	D
	17	Percentage achieving level 4 or above in reading test, writing TA and mathematics test	78.00	75.00	73.80	70.00		80.00		3245 Pupils sat tests	
	18	% in state-funded schools making expected progress in English KS2 - KS4	67.60	70.10	67.03	60.40		72.20		3420 pupils	
	19	% in state-funded schools making expected progress in Maths KS2 - KS4	71.70	70.60	67.13	62.10		71.70		3428 pupils	
	20	% achieving KS4 - 5+ A* - C inc. English and Maths	60.40	60.20	58.42	55.20		65.30		3534 pupils	E
	21	% achieving Level 2 by 19	82.40	83.00	81.27	77.80		85.10		3041 young people	
	22	% achieving Level 3 by 19	56.10	56.00	52.74	47.00		58.40		2023 young people	
	23	% Secondary school persistent absence	7.50	7.40	7.72	9.00		5.60		1313 pupils PA	
	24	% SEN achievement gap at KS2	49.00	49.00	48.40	57.00		34.00		760 with SEN 2429 without	
	25	% SEN achievement gap at KS4	52.60	44.90	47.56	54.20		39.00		822 with SEN 2596 without	F
	26	% Children in Need achieving standard at KS2	42.90	41.30	42.15	25.00		53.10		63 children	
	27	% Children in Need achieving standard at KS4	21.70	15.20	16.93	8.90		27.70		92 children	
Reducing the number of children living in poverty	28	% of Children 'in Poverty' (HMRC measure)	22.70	20.10	22.70	25.40		20.00		15134 children	
	29	% of 16-18 year olds NEET (based on former NI definition)	5.30	5.75	6.85	9.10		5.20		560 young people	
	30	% FSM achievement gap at KS2	15.00	17.00	18.90	23.00		14.00		656 FSM pupils 2541 other pupils	
	31	% FSM achievement gap at KS4	28.90	26.40	30.97	36.70		26.70		642 FSM pupils 2766 other pupils	
	32	% FSM achievement gap - Level 3 at 19	27.00	24.00	26.70	33.00		19.00		230 young people formerly eligible for FSM in 2012	
	33	% of former 6th form students in sustained HE	53.00	48.00	50.00	47.00		55.00		1320 students	

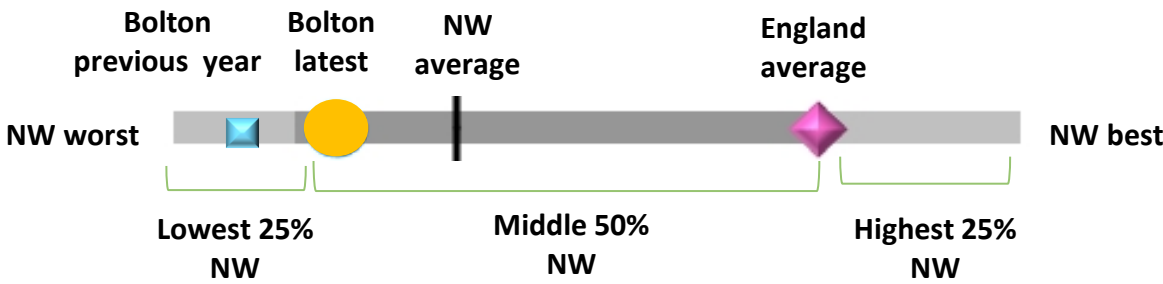
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Commentary on Performance reported in the Children's Services Profile	
A	As can be seen from the direction of travel sparklines, this is a volatile indicator with performance varying from year to year. Bolton Children's Trust Board was, however, concerned to see the steep rise in low birth weight babies in 2011 after a decrease between 2008 and 2010. Bolton has, for some time, had a greater proportion of low birthweight births than is average for England, the region and our statistical peer group. Further analysis has shown a correlation between low birth weight and deprivation in Bolton. The Children's Trust Board have instructed it's Children's Health and Wellbeing Sub –Group to provide a fuller examination of the issue in November this year, including what actions are currently being taken to tackle this issue such as promoting good nutrition and smoking cessation during pregnancy. The Children's Trust Board will then identify if any additional action is required.
B	This indicator measures the proportion of children who left the care of the council during the year who were adopted. Adoption offers vulnerable children much needed stability and security and the support they need to achieve their potential. In 2012-13 Bolton had the third highest percentage of children adopted in England and the highest in the north west.
C	The performance reported relates to the 2011-12 financial year and was a spike largely due to our policy to increase early intervention and to reduce the number of children on Child Protection Plans. Previously children who were placed on very short term plans were included in the denominator for this indicator and would have reduced the percentage on long plans. The children that were on plans for two years or more tended to be those facing more difficult issues. Work with these children during 2012-13 resulted in a much lower proportion and the spine chart will be updated with new data once this is published later this year.
D	Although the key indicator of attainment at key stage 2 has changed (see section 5), Bolton remains well above the England average.
E	Bolton remains above national average on this key indicator of attainment at key stage 4.
F	Performance on this indicator will always fluctuate as a result of differing cohorts of pupils. The Department is now focusing on this issue and the resources available to support pupils with SEN.

1. **Child Obesity at Reception** AY 2011-12 NCMP data from the Information Centre, based on LA by postcode of school'
2. **Child Obesity at Year 6** AY 2011-12 NCMP data from the Information Centre based on LA by postcode of school'
3. **Infant Mortality Rate** 2009-2011 figure published by Chimat in Child Health Profile for Bolton, March 2013
4. **Low Birth Weight** 2011 figure for live and still births <2500g published by Chimat in Child Health Profile for Bolton, March 2013
5. **Teenage Conception Rate (under 18)** Data for 2011 Calendar Year as published by ONS 2013
6. **% LAC who achieved 5 A*-C grades at GCSE** 2011-12 outcomes for LAC data published by DfE
7. **Average time between a child entering care and moving in with its adoptive family, for children who have been adopted** 2009-12 adoption scorecard
8. **% of children who ceased to be looked after who were adopted** Children looked after by local authorities in England, including adoption 2013 published by DfE
9. **The proportion of children adopted moving in with their adopted family within 21 months** 2009-12 adoption scorecard
10. **Rate of children becoming subject to a Child Protection Plan during year ending 31st March 2012** 2011-12 CiN data published by DfE
11. **% of Child Protection Plans lasting two years or more (for children who ceased to be the subject of a CPP during YE 31st Mar 2012)** 2011-12 CiN data published by DfE.
12. **% of cases where children becoming the subject of a child protection plan during YE 31st Mar 2012 were subject to a CPP for a second or subsequent time** 2010-11 CiN data published by DfE
13. **% achieving at least 78 points (with at least 6 in PSED and CLL scales) at Early Years Foundation Stage** 2012 data published by DfE 17 October 2012
14. **Progression by 2 levels in Reading between KS1 and KS2** Provisional 2013 data from DfE
15. **Progression by 2 levels in Writing between KS1 and KS2** Provisional 2013 data from DfE
16. **Progression by 2 levels in Maths between KS1 and KS2** 2013 data from DfE
17. **% achieving level 4 or above in reading test, writing TA and mathematics test in key stage** 2013 data from DfE
18. **Percentage of pupils in state funded schools making expected progress in English between Key Stage 2 and Key Stage 4** 2013 data from DfE published 17/10/2013 Table 20 of SFR
19. **Percentage of pupils in state funded schools making expected progress in mathematics between Key Stage 2 and Key Stage 4** 2013 data from DfE published 17/10/2013 Table 20 of SFR
20. **% achieving 5 or more A* - C grades including both English and Maths** 2013 provisional data from DfE published 17/10/2013
21. **% Achieving Level 2 by 19** data from DfE relates to YP aged 19 at end of 2011/12 AY
22. **% Achieving Level 3 by 19** data from DfE relates to YP aged 19 at end of 2011/12 AY
23. **Secondary School Persistent Absence Rate** data from DfE - (Based on full academic year, published 19/3/2013)
24. **SEN/Non SEN gap – achieving Level 4 in English and Maths at KS2** 2012 data from DfE subsequent analysis in Policy and Strategy
25. **SEN/Non SEN gap – achieving 5 A*-C GCSEs including English and Maths at KS4** 2012 data from DfE subsequent analysis in Policy and Strategy
26. **% of Children in Need achieving Level 4 in English and Maths at KS2** 2011-12 Children in Need tables
27. **% of Children in Need achieving 5 or more A* - C GCSE grades including both English and Maths** 2011-12 Children in Need tables
28. **Rate of children living in families in receipt of CTC whose reported income is less than 60 per cent of the median income or in receipt of IS or (Income-Based) JSA** 2011 data from HMRC
29. **16 – 18 year olds NEET** DfE data as at Jan 2013, based on former NI definition
30. **Achievement gap between pupils eligible for Free School Meals and their peers achieving the expected level at KS2** 2012 data from DfE
31. **Achievement gap between pupils eligible for Free School Meals and their peers achieving the expected level at KS4** 2012 data from DfE
32. **Inequality gap in the achievement of a Level 3 qualification by age 19** DfE data measuring gap for students aged 19 in 2012
33. **Young People progressing to Higher Education** DfE data measuring students, in 2009/10, who entered an A Level or equivalent qualification, going to, or remaining in, an education destination in 2010/11

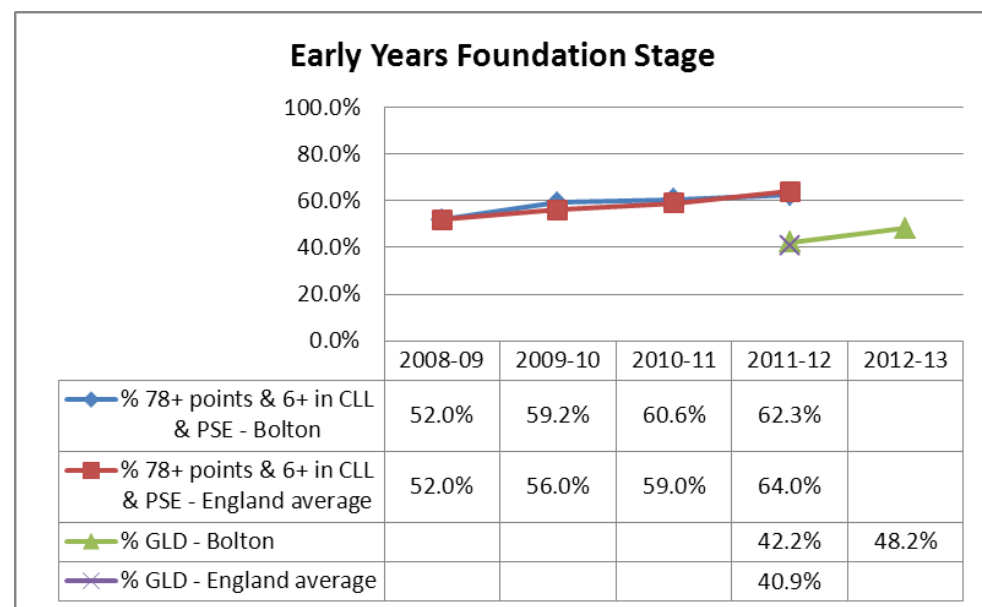
Bolton's statistical neighbours are:

Calderdale
Coventry
Derby
Dudley
Kirklees
Leeds
St Helens
Stockton-on-Tees
Tameside
Telford and Wrekin.

5. Key topical indicators

Each quarter, this section focuses on a small number of indicators. This allows the Committee to focus on key trends in some of our most important indicators, and compare Bolton's performance with that of our peers. This quarter, the focus is on some aspects of educational attainment, based on the provisional results issued in August 2013. ***It should be noted that data for the 2012-13 academic year is still provisional at this stage.*** A number of key indicators were revised in the 2012-13 academic year and this section explains these changes and their impact on performance reported for Bolton.

Attainment at Early Years



All Early Years providers must complete an EYFS profile for each child in the final term of the year which the child reaches the age of five. For most children this is the reception year in primary school. The primary purpose of the EYFS profile is to provide a reliable, valid and accurate assessment of individual children at the end of the stage.

A revised EYFS profile came into effect in September 2012, although Bolton had taken part in a pilot from September 2011 – hence we have results for both old and new profiles in 2011-12. The new profile describes each child's attainment against the 17 early learning goals together with a short narrative about their learning characteristics.

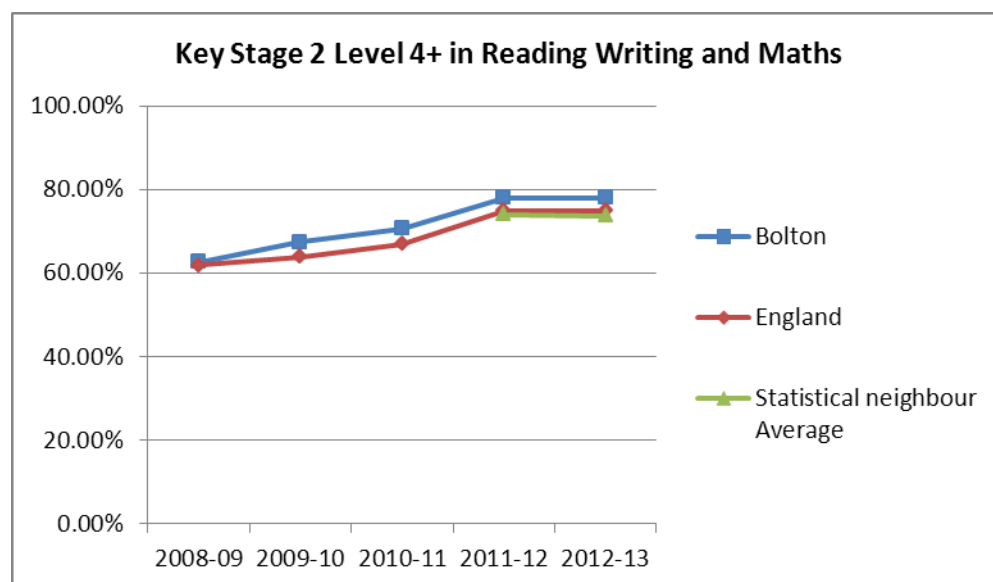
The old Good Level of Development (GLD) was defined as the proportion of children that achieve six or more points across the seven personal, social and emotional development and communication, language and literacy scales and 78 or more points across all 13 scales. Under the new profile GLD is defined as the proportion that achieve at least the expected level in the early learning goals in the prime areas of learning (personal, social and emotional development; physical development; and communication and language) and in the specific areas of mathematics and literacy. The 2011-12 pilot found that nationally the proportion of children that achieved the new GLD was 23 percentage points lower than the proportion that achieved the old GLD. It is, therefore impossible to look at a direct trend over the past five years but it is encouraging that Bolton's provisional results in 2013 show an improvement on the previous year's pilot results. National results are due to be published later this month.

A huge amount of research demonstrates that good-quality early education benefits children in the long term, particularly those most disadvantaged.

Attainment at Key Stage 2

Historically the Department for Education has judged pupil, school and LA performance on the proportion of pupils who achieved level 4 or higher in both English & maths at the end of Key Stage 2. The 'English' results were arrived at by combining the reading national curriculum test and the writing teacher assessment results to produce an overall English level. In 2012-13, for the first time, DfE reported reading and writing as two separate results and so the floor standard has now become the proportion of pupils who achieve level 4 or higher in reading and writing and maths.

Changing the measure has made trend analysis over time more difficult but we have been able to recalculate Bolton and England performance based on the new measure over the past five years and this shows that Bolton's performance continues to be consistently higher than England averages.



% Pupils Achieving Level 4+ in Reading, Writing and Maths					
	2008-09	2009-10	2010-11	2011-12	2012-13
Bolton	62.7%	67.5%	70.7%	78.0%	78.0%
England	62.0%	64.0%	67.0%	75.0%	75.0%
Statistical neighbours	n/a	n/a	n/a	74.1%	73.8%

When each subject is analysed separately Bolton is very strong in maths but in line with or slightly below national average in reading and writing and so the emphasis in schools in the short term will be placed on these two curriculum areas.

Regular and effective Head Teacher briefings have helped build strong and effective partnerships between the Department and schools, while key enrichment activities continue to be delivered by both schools and other partner organisations.

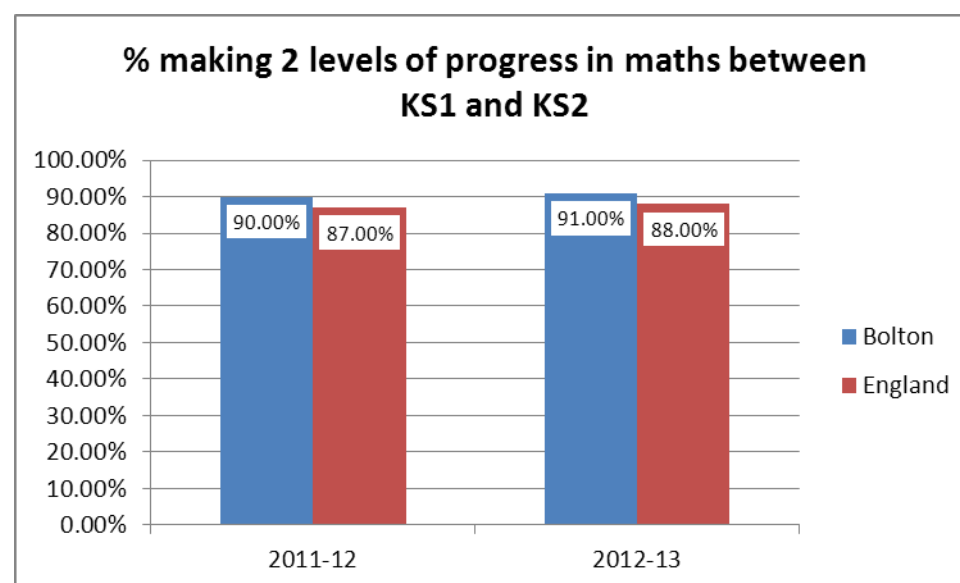
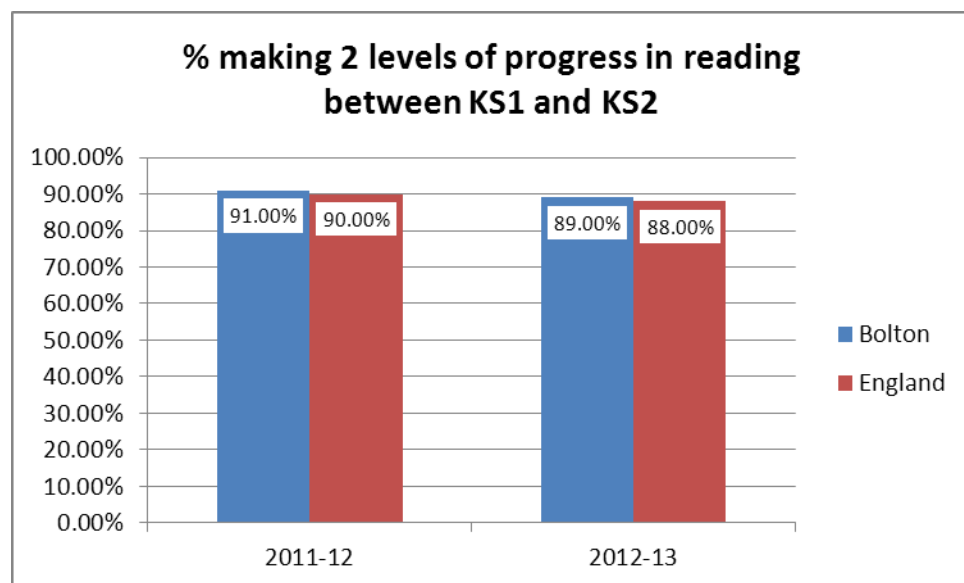
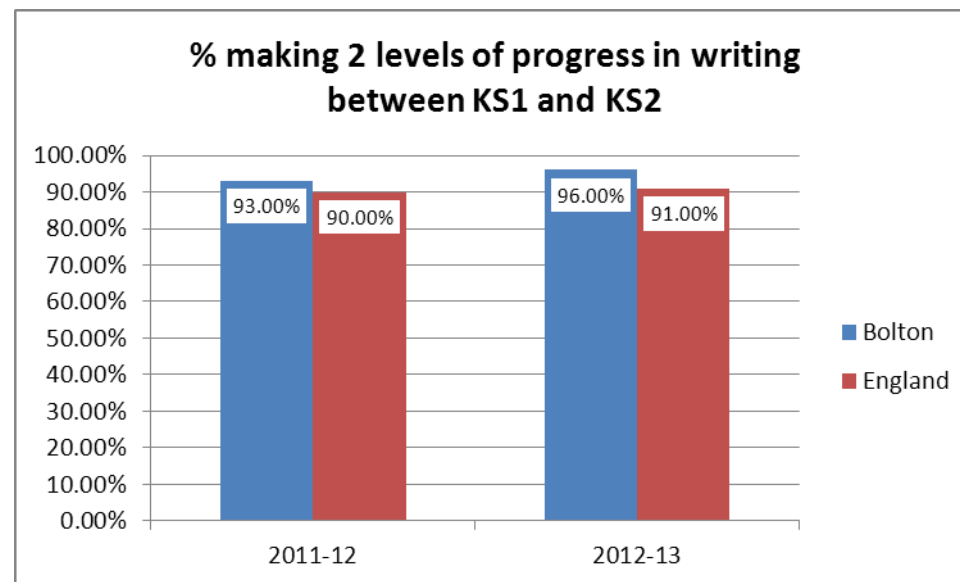
Progression from Key Stage 1 to Key Stage 2

Pupils are expected to make at least two levels of progress between Key Stage 1 and Key Stage 2. Bolton has traditionally been very good at ensuring that children make this progression in English and in maths. Once again, however, the measure changed in 2012-13 because of the separation of English into reading and writing results.

Based on the published provisional data, the graphs which follow show that, for the last two years, the proportion of pupils in Bolton making the expected level of progress in each subject has exceeded the national average.

In 2012-13 the percentages of pupils making expected progress by subject in each local authority range from:

- Reading 76% to 94%
- Writing 76% to 96%
- Mathematics 78% to 95%



6. External Assessment

6.1 Changes to Assessment Frameworks affecting the Department

Ofsted has now completed its targeted programme of child protection inspections and the small number of looked after children services inspections that started in May 2013. A new single framework for the inspection of children's social care services has been published. Coming into effect from November 2013, the framework brings together into one inspection: child protection; services for looked after children and care leavers; and local authority fostering and adoption services. All local authorities will be inspected under this framework within a three year period.

Inspection activity will focus on:

- evaluating and exploring a sample of children's cases to judge the quality of front-line practice and management
- testing decision-making at all stages in a child's journey
- meeting with children, young people, parents and carers
- shadowing staff in their day-to-day work
- observing practice in multi-agency meetings

Inspectors will assign a grade (outstanding, good, requires improvement, inadequate) to each of three key judgements:

- The experiences and progress of children who need help and protection
- The experiences and progress of children looked after and achieving permanence
(includes graded judgements on adoption and the experiences and progress of care leavers)
- Leadership, management and governance

An inadequate grade in any of these three key judgements will limit the overall effectiveness grade to inadequate.

In addition, Ofsted have indicated their plans to introduce an inspection framework for Local Safeguarding Children's Boards and intend to publish further details of this in early November.

In Bolton we are establishing multi-agency strategic and operational groups of key personnel to ensure that everyone is aware of the new inspection framework and can demonstrate to inspectors how effective our child-centred multi-agency approaches are. The inspection process requires a great deal of current child level data to be given to inspectors at short notice. There is some work to be done to test our ability to do this quickly across partners and data systems.

In the interim, Ofsted has indicated that it does not expect to conduct any further inspections of safeguarding or services for Looked After Children. However, they will continue with a very small number of local authority fostering services and adoption agency inspections.

As anticipated in the previous report, a programme of focused inspections of state funded schools in areas where school performance gives cause for concern has continued alongside less frequent inspections of school improvement services. One such recently announced programme of school inspections was reported as being conducted on the basis that the achievement of pupils receiving FSM was failing to keep pace with the achievement of their peers. Ofsted have also stressed that the decision to undertake a focused programme had also been influenced by low numbers of good or better secondary schools in the area concerned.

New arrangements for the inspection of children's centres, under which groups of centres rather than individual centres are inspected, are now in full operation. Bolton has now had three inspections under these new group arrangements, though the findings of two of these have not yet been published.

6.2 Assessment of settings in Bolton

To maintain consistency with data used by Ofsted to schedule inspections of Education Improvement services, this table now includes information on the proportion of pupils in Bolton attending good or better schools.

		Bolton Settings						Benchmarking		
Broad Category	Settings included in Broad Category	Total number of inspected settings	Snapshot of the % of settings judged good or better at end of 2011/12	Snapshot of the % of settings judged good or better at end of 2012/13	Settings inspected or re-inspected – year to date	Snapshot of the % of settings judged good or better at end of Q2 2013/14	Snapshot of the % of pupils attending school settings judged good or better at end of Q2 2013/14	SN Average % of schools judged good or better at 30 June 2013	England average judged good or better at 30 June 2013	England Average % of pupils attending schools judged good or better as at 31/3/13
Early Years and Child Care (Universal)	Childminders	206	64.5%	71.7%	n/a	68.0%	n/a	67.6%	70.8%	n/a
	Childcare - non domestic	140	65.3%	73.5%	n/a	75.0%	n/a	76.3%	77.7%	n/a
	Children's Centres	8	20.0%	22.2%	n/a	25.0%	n/a	55.9%	69.2%	n/a
	Children's Centre Groups	1	n/a	n/a	1	0.0%	n/a	n/a	10.0%	n/a
Nursery and Primary Schools (Universal)	Nursery	4	100.0%	100.0%	0	100.0%	100.0%	100.0%	96.2%	97.0%
	Primary	93	65.6%	82.8%	10	86.0%	86.1%	76.2%	78.2%	78.0%
Secondary Schools (Universal)	Secondary	17	73.3%	81.3%	5	64.7%	64.2%	61.9%	71.8%	76.0%
Post 16 (Universal)	Post 16 SFC & College	2	50.0%	50.0%	0	50.0%	n/a	n/a	n/a	n/a
Special Schools and PRUs (Targeted)	Specials - Independent	1	0.0%	100.0%	0	100.0%	n/a	100.0%	84.3%	n/a
	Specials - LA maintained	6	100.0%	100.0%	0	100.0%	100.0%	78.5%	86.7%	85.0%
	PRUs	4	100.0%	100.0%	0	100.0%	100.0%	79.7%	77.5%	70.0%
Fostering and Adoption (Targeted)	LA Fostering Agency	1	100.0%	100.0%	0	100.0%	100.0%	n/a	n/a	n/a
	LA Adoption Agency	1	100.0%	100.0%	0	100.0%	n/a	n/a	n/a	n/a
	PVI F&A Agencies	4	50.0%	50.0%	0	50.0%	n/a	n/a	n/a	n/a
Children's Homes (Targeted)	LA Children's Homes	6	100.0%	66.7%	3	83.3%	n/a	n/a	n/a	n/a
	Private Children's Homes	3	66.7%	66.7%	1	66.7%	n/a	n/a	n/a	n/a
	Charitable Children's Homes	5	100.0%	100.0%	1	100.0%	n/a	n/a	n/a	n/a

80% of services, settings and institutions judged good or better	Dark green
65–79.9% judged good or better	Light green
50–64.9% judged good or better	Amber
less than 50% judged good or better	Red







When making decisions on whether or not to inspect school improvement services in an area, Ofsted will look at all schools in an area irrespective of their governance. This will include nursery schools, academies, special schools and PRUs as well as mainstream primary and secondary schools. Accordingly, this summary of Bolton's standing includes data for all state funded schools.

Ofsted has not published further comparator data about the performance of schools across England since the last performance report at Quarter 1.

7. Detailed performance

At divisional or DMT level, the Department keeps regular track of over 130 separate performance indicators. **In the interests of clarity, this report will only contain details of the indicators for which new data has been made available since the last performance report was issued.** A full list of all indicators and the latest available performance data is available at [this link](#).

The table below contains the 12 top level indicators for which we have new performance data. Direction of travel for these indicators has been assessed as follows.

For indicators where high performance is good	
Performance 5% or more above the baseline	
Performance between 5% above baseline and 5% below baseline	
Performance 5% or more below the baseline	
For indicators where low performance is good	
Performance 5% or more below the baseline	
Performance between 5% below baseline and 5% above baseline	
Performance 5% or more above the baseline	

The time periods to which reported data relates is marked as follows:










CY – Calendar Year (January to December)




FY – Financial Year (April – March)

AY – Academic Year (September – August)

SN = the average performance of Bolton's statistical neighbours. Bolton's statistical neighbours are Calderdale, Coventry, Derby, Dudley, Kirklees, Leeds, St Helens, Stockton-on-Tees, Tameside and Telford and Wrekin.

Indicator	Baseline and year	Latest Performance	Direction of Travel
Improving Children and Young People's Health			
Teenage conception rate (per 1,000 young women aged 15-17) <i>LPI 5</i>	Rate for CY 2011 – 39.6 Average rate over last 4 quarters at March 2012 - Bolton - 38.2 SN - 38.7 England - 30.7	Average rate over last 4 quarters at June 2012 - Bolton - 35.2 SN – 36.8 England – 29.5	

Indicator	Baseline and year	Latest Performance	Direction of Travel
Improving Outcomes for Looked After Children			
Percentage of looked after children who ceased to be looked after during the year who were adopted. <i>LPI08</i>	FY 2011-12 Bolton – 28% SN – 14% NW – 15% England – 13%	FY 2012-13 Bolton – 28% SN – 18% NW – 17% England – 14%	
Raising Attainment			
Rate of permanent exclusions from schools <i>LPI 36</i>	AY 2010-11 Bolton - 0.04% SN - 0.07% NW - 0.07% England - 0.07%	AY 2011-12 Bolton - 0.07% SN - 0.09% NW - 0.07% England - 0.07%	
Percentage of pupils making expected progress in Reading between key stage 1 and key stage 2 <i>LPI 14</i>	AY 2011-12 Bolton - 91% SN – 90% NW – 91% England - 90%	AY 2012-13 Bolton - 89% SN – 88% NW – 89% England - 88%	
Percentage of pupils making expected progress in Writing between key stage 1 and key stage 2 <i>LPI 15</i>	AY 2011-12 Bolton - 93% SN – 91% NW – 91% England - 90%	AY 2012-13 Bolton - 96% SN – 92% NW – 93% England - 91%	
Percentage of pupils making expected progress in Maths between key stage 1 and key stage 2 <i>LPI 16</i>	AY 2011-12 Bolton - 90% SN – 88% NW – 89% England - 87%	AY 2012-13 Bolton - 91% SN – 89% NW – 90% England - 88%	
Percentage achieving level 4 or above in Reading, Writing and Maths at KS2 <i>LPI 17</i>	AY 2011-12 Bolton - 78% SN 74.1% NW - 76% England - 75%	AY 2012-13 Bolton - 78% SN - 73.8% NW - 77% England - 75%	
Progression by 2 levels in English between KS2 and KS4 <i>LPI 18</i>	AY 2011-12 Bolton 67.1% SN 66.2% NW 67.4% England 68%	AY 2012-13 Bolton 67.6% SN 67.03% NW 68.2% England 70.1	
Progression by 2 levels in Maths between KS2 and KS4 <i>LPI 19</i>	AY 2011-12 Bolton 69% SN 65.6% NW 66.9% England 68.7%	AY 2012-13 Bolton 71.7% SN 67.13% NW 68.7% England 70.6%	
% achieving 5 or more A* - C GCSE grades including both English and maths <i>LPI 20</i>	AY 2011-12 Bolton 60.2% SN 57.75% NW 58.9% England 58.8%	AY 2012-13 Bolton 60.4% SN 58.42% NW 59.6% England 60.2%	

Indicator	Baseline and year	Latest Performance	Direction of Travel
Reducing the Number of Children Living in Poverty			
% of Children 'in Poverty' (HMRC measure) 2011 <i>LPI 21</i>	2010 Bolton - 23.1% SN – 23.2% NW – 22.9% England 20.6%	2011 Bolton - 22.7% SN – 22.7% NW – 22.9% England - 20.1%	
NEETs – Local Monitoring Number and % of 16-18 year olds NEET	4.5% of young people aged 16 – 18 (377 young people) at 31.03.13 4.9% of young people with an academic age of 16-18 at 31.03.13 3.3% of young people not known at 31.03.13	3.7% of young people with an academic age of 16-18 (ie 357 young people) at 30.09.13 10.4 % of young people with an academic age of 16-18 (ie 1116 young people) not known at 30.09.13	 

8. Contextual information

This section of the report contains a range of key management information which will allow the Committee to look at the day-to-day operational effectiveness of the Department. It brings together a range of information explaining the context in which the Department operates.

8.1 Operational Management of the Department

Risk

The Department currently has 4 risks on the Corporate Risk Register. Those divisional heads responsible for managing the risks on the register are given the opportunity to provide updates on the action plans associated with them as part of the quarterly monitoring process.

No changes to risk scores have been requested by risk leads for this quarter.

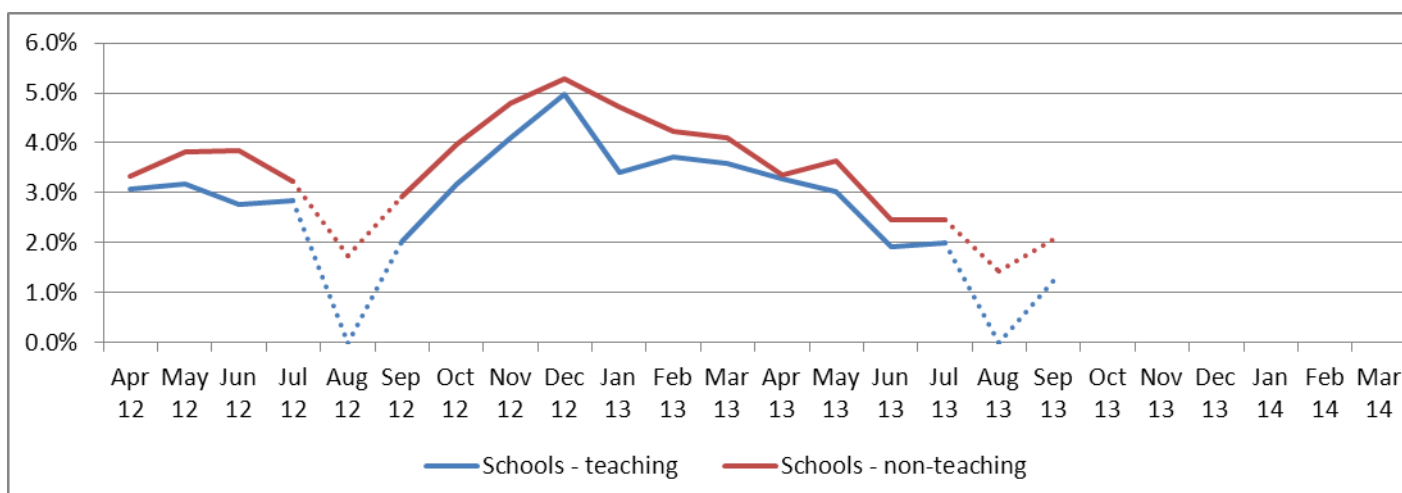
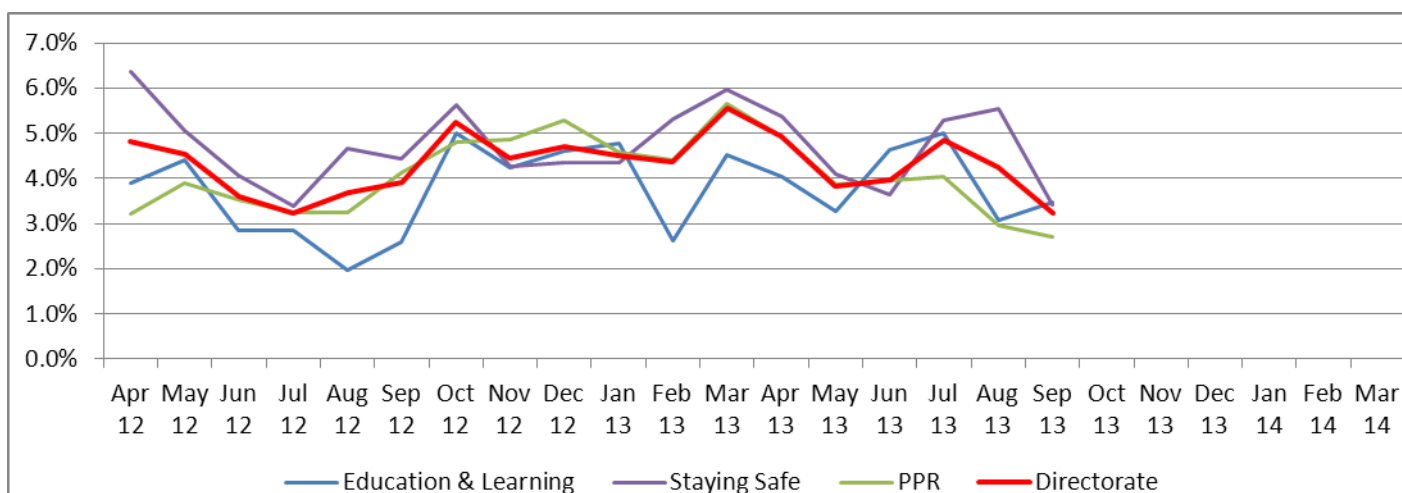
Sickness

2012-13													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year
Education & Learning	3.9%	4.4%	2.9%	2.9%	2.0%	2.6%	5.0%	4.2%	4.6%	4.8%	2.6%	4.5%	3.7%
Staying Safe	6.4%	5.0%	4.1%	3.4%	4.6%	4.4%	5.6%	4.3%	4.4%	4.4%	5.3%	6.0%	4.8%
PPR	3.2%	3.9%	3.5%	3.2%	3.3%	4.1%	4.8%	4.9%	5.3%	4.6%	4.4%	5.7%	4.2%
Directorate	4.8%	4.5%	3.6%	3.2%	3.7%	3.9%	5.2%	4.5%	4.7%	4.5%	4.4%	5.5%	4.4%

Schools - teaching	3.1%	3.2%	2.8%	2.8%	0.0%	2.0%	3.2%	4.1%	5.0%	3.4%	3.7%	3.6%	3.3%
Schools - non-teaching	3.3%	3.8%	3.8%	3.2%	1.7%	2.9%	4.0%	4.8%	5.3%	4.7%	4.2%	4.1%	3.8%

2013-14													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Education & Learning	4.0%	3.3%	4.6%	5.0%	3.1%	3.5%							4.0%
Staying Safe	5.4%	4.1%	3.7%	5.3%	5.5%	3.4%							4.6%
PPR	4.9%	3.9%	3.9%	4.0%	3.0%	2.7%							3.8%
Directorate	4.9%	3.8%	4.0%	4.9%	4.2%	3.2%							4.2%

Schools - teaching	3.3%	3.0%	1.9%	2.0%	0.0%	1.2%							2.2%
Non-teaching	3.4%	3.6%	2.4%	2.5%	1.4%	2.1%							2.6%



9. Customer Care

Customer Complaints and Compliments

During Quarter 2 of 2013-14 Children's Services received a total of 59 complaints, compared to 46 complaints during Quarter 2 2012-13.

26 complaints logged during Quarter 1 were service complaints recorded on the Council's corporate complaints system, which notes that 23 of these were responded to within the corporate complaints standard. This system also shows that 1 compliment was received during the period.

No service complaints were received from the Local Government Ombudsman this quarter.

School complaints are recorded separately as these are responded to directly by the schools concerned. During the quarter there were 10 school complaints and all complainants were signposted to the correct procedures. Advice was sought where necessary to ensure the local authority's statutory duties were being fulfilled.

Complaints in relation to Social Care are monitored separately as there is a statutory requirement to treat these complaints in a different manner. At the start of the quarter, 11 complaints were brought forward from quarter 1 of 2013-14. Of these, 4 were being handled as stage two complaints and 3 were being handled under stage three of the complaints process.

During the quarter 23 new complaints were received which the Department was required to treat under Children's Act procedures. Of these 23, 18 are being or have been managed as stage one complaints. In addition, 2 complaints were withdrawn by the complainant and 3 were found, on investigation, not to be complaints which should be treated under provision for social care complaints. 11 social care complaints were closed during Quarter 2. 23 complaints remained open at the end of the quarter and work is on-going to resolve them to everyone's satisfaction.

No social care complaints were received from the Local Government Ombudsman during Quarter 2.

Learning from complaints is an area which will continue to be developed further during 2013-14, across both the Children's and Adult Services complaints processes, in order to improve the learning outcomes achieved and ensure that action taken in this area is focused on service improvement.

Telephones

A detailed breakdown of departmental performance for Quarter 2 has not yet been reported corporately, but will be included in future performance reports.

10. Recommendations

The Committee is requested to note the contents of the report.