

<b>Report to:</b>	Executive Cabinet Member		
<b>Date of meeting:</b>	2 <sup>nd</sup> December 2019		
<b>Report of:</b>	Bernie Brown, Director of People	<b>Report number:</b>	PS434
<b>Contact officer:</b>	Paul Rankin, Assistant Director Planning, Performance and Resources	<b>Telephone number</b>	332011
<b>Report title:</b>	People Services Performance Management Report Quarter Two 2019-20		
<b>Not confidential</b>			
This report does not contain information which warrants its consideration in the absence of the press or members of the public.			
<b>Purpose:</b>	To provide the Executive Cabinet Member with an update on the latest available 2019-20 performance information for the People Services Department.		
<b>Recommendations:</b>	The Executive Cabinet Member is recommended to: <ul style="list-style-type: none"> <li>• Note the content of the report</li> </ul>		
<b>Decision:</b>			
<b>Background documents:</b>	Appendix A – External Quality Assessment Appendix B – Performance Dashboards – Definitions		
<b>Signed:</b>			
<b>Date:</b>			
<b>Consultation with other officers</b>			
Finance	N/A		
Legal	N/A		
HR	N/A		
Equality Impact Assessment required?	No		

<b>(a) Pre-consultation reports</b> Is there a need to consult on the proposals?		No
<b>(b) Post consultation reports</b> Please confirm that the consultation response has been taken into consideration in making the recommendations.		N/A
<b>Vision outcomes</b>	1. Start Well	X
	2. Live Well	X
	3. Age Well	X
	4. Prosperous	
	5. Clean and Green	
	6. Strong and Distinctive	

# 1. Executive Summary

## 1.1 Introduction

This report provides a summary of the performance of the People Services Department during Quarter Two of 2019-20. The report outlines the Department's performance against the priorities of Bolton's Community Strategy – Bolton Vision 2030. The Department has refreshed its performance management framework to refocus its reporting around the three 'life stages' which are central to the delivery of the department's priorities; Start Well, Live Well and Age Well. The following section highlights key performance headlines from the three performance dashboards which are available at section 1.5.

## 1.2 Start Well

The Starting Well dashboard includes performance indicators across early years, children's social care, education learning and child public health services. Key issues highlighted in this quarter's performance include:

- Bolton's Good Level of Development (GLD) has decreased by 0.2% to 67.3% in the most recent data local available, however this is still a better rate than the previous full year (2016/17). This against a backdrop of relatively static rates both nationally (71.5%) and regionally (68.9%). The 15% attainment gap between children receiving Free School Meals and all children in Bolton is in line with the national figure.
- Pupil progress across KS2 in 2019 continues to be positive in all 3 subjects. In the previous two years, attainment at the expected standard in combined subjects has been in line with the national average and the provisional 2019 results of 62% are currently below the national average. Combined 2019 provisional results also indicate that 11% of pupils in KS2 achieve at the greater depth standard which is in-line with national and has improved on 2018 figures.
- Nearly all headline measures at KS4 showed an improved attainment position from the previous year and a continued positive trend. Two measures that dipped slightly were Maths at Level 5 and EBACC Languages at Level 4 – but these were both noticeably higher than 2 years previously. There is a positive picture when comparing the improving performance in Bolton schools relative to other Greater Manchester authorities, however, it remains important to note that all headline measures in Bolton are closer aligned with the national picture.
- The Children in Need statistical data for 2018/19 has been published. The latest published rate of referrals to social care in Bolton is 606.6 which is a slight increase from the previous year. The local rate of referrals to social care for this quarter has increased when compared to Quarter 1 and is now above the published rate for 2018/19. Fluctuations in the monthly referral rates have continued which has broadly followed the same pattern as the number of monthly contacts. However, the percentage of re-referrals within 12 months of the previous referral remains stable compared to previous quarterly data.
- The latest published rate of those children subject to a Child Protection Plan is 48, this is a significant increase from the previous year. The local data for Quarter 2 represents a significant increase and is above the published rate for 2018/19 and above the latest available national average, but below comparators. However, the percentage who became the subject of a plan for a second or subsequent time has remained stable.
- Quarter 2 has shown a further increase in the rate of Looked After Children (LAC) when compared to previous quarterly data. This rate continues to be above all other comparator averages and above the previous years' performance. Local data for Quarter 2 has seen a decrease from the previous quarter in the number of LAC with 3 or more placements during the year. In comparison, those who have been in 3 or more placements during the year is similar to previous years, with those who have been in 1 placement showing a yearly decrease and those who have been in 2 placements showing a yearly increase.

### 1.3 Live Well

The Living Well dashboard includes performance indicators reflecting services within adult social care, safeguarding adults and population health. Key issues highlighted in this quarter's performance include:

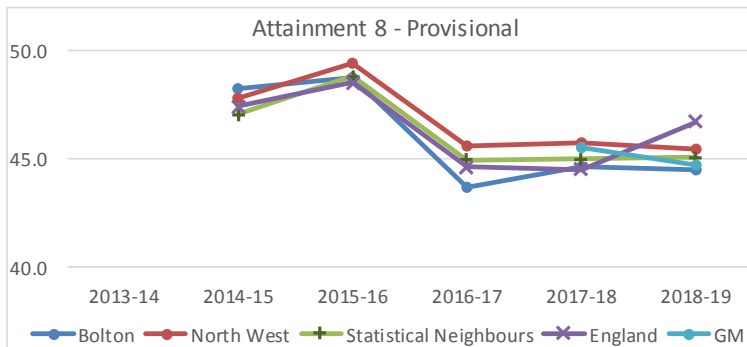
- The combined NEET and Not Known (NK) figure has reduced by 1% since 2018, however this is due to enhanced tracking processes resulting in the NK figure reducing. The reduction in NK has led to an increase in the NEET figures as we are finding more young people that are NEET. The NEET figure has increased, placing Bolton in the 4th quartile. This year authorities in the 4th quartile received a ministerial letter asking LA's to ensure they focus priorities on this area.
- Over the last few years the percentage of referrals into Adults Early Intervention Team where full Social Care assessment has been avoided has fluctuated. However, this year has seen an increase from the previous year and the Quarter 2 position represents the highest percentage noted over the last few years at 48%, demonstrating the impact of early intervention and prevention services.
- Efforts to support adults with learning disabilities to enter paid employment continue to show positive results. National data shows an improving performance in Bolton on this, though Bolton remains below national and comparator average.
- The annual rate of younger adults whose support needs were met by admission to residential and nursing care homes has reduced for 2018/19 but remains above comparators. In year data for 2019/20 suggests that we may be on track to admit more younger people this year and continues to be closely monitored via Performance and Finance dashboards.

### 1.4 Age Well

The ageing well dashboard focuses on services for older people, specifically on factors that affect their overall health and services that support their independence. Key issues highlighted in this quarter's performance include:

- The rate of older adults whose support needs were met by admission to residential and nursing care homes has reduced from a 2017/18 peak and is now in line with comparators.
- The delayed transfers attributable to adult social care measure has fallen slightly and is now below the North West average but remains above the England average. Bolton has consistently met the overall DTOC target of 3.3% over the past 2 quarters (based on the bed days methodology), despite the hospital declaring black escalation on at least one or two days most weeks. The area requiring further improvement in relation to social care delays is people awaiting packages of care in their own home; although this could be attributable to health or social care, we are the lowest in Greater Manchester. The Winter Pressures initiative is expected to help with this in terms of additional ring-fenced capacity in home support and reablement.
- CQC ratings of Bolton community based social care services continue to show strong performance, with 92.1% rated good or better, down slightly from 94.7% reported in Quarter 4, but still well above the target of 85%. The proportion of Bolton care homes rated Good or better remains just below 80% but has improved slightly.
- The percentage of CQC registered care homes rated good or better has seen a gradual decrease over the last few years. 83% of Bolton CQC registered homes are judged to be good or outstanding at Quarter 2, this is an increase from the previous quarter. This is due to two registered homes that were previously rated as 'requires improvement' now being rated as 'good', and a new inspection of a registered home being rated as 'good'. The lower rates seen at Quarter 1, published in the regional NWADASS report, are based on beds rather than settings, and be attributed to declining ratings within three large homes in the borough. There is also a clear link between the stability of management within settings and poor rating against the 'well led' domain; this theme can also be seen across Greater Manchester.

2. Performance Dashboards

People Services Profile - Start Well																																																																																																
Quarter 2 2019/20																																																																																																
Performance Headlines		Performance Indicators - Start Well																																																																																														
<p>Bolton's Good Level of Development (GLD) has decreased by 0.2% to 67.3% in the most recent data local available, however this is still a better rate than the previous full year (2016/17). This against a backdrop of relatively static rates both nationally (71.5%) and regionally (68.9%). The 15% attainment gap between children receiving Free School Meals and all children in Bolton is in line with the national figure.</p> <p>Pupil progress across KS2 in 2019 continues to be positive in all 3 subjects. Combined 2019 provisional results also indicate that 11% of pupils in KS2 achieve at the greater depth standard which is in-line with national and has improved on 2018 figures.</p> <p>Nearly all secondary headline measures showed an improved attainment position from the previous year and a continued positive trend. Two measures that dipped slightly were Maths at Level 5 and EBACC Languages at Level 4 – but these were both noticeably higher than 2 years previously.</p> <p>The Children in Need statistical data for 2018/19 has been published. The latest published rate of referrals to social care in Bolton is 606.6 which is a slight increase from the previous year. The local rate of referrals to social care for this quarter has increased when compared to Quarter 1 and is now above the published rate for 2018/19. Fluctuations in the monthly referral rates have continued which has broadly followed the same pattern as the number of monthly contacts. However, the percentage of re-referrals within 12 months of the previous referral remains stable compared to previous quarterly data.</p> <p>The latest published rate of those children subject to a Child Protection Plan is 48, this is a significant increase from the previous year. The local data for Quarter 2 represents a significant increase and is above the published rate for 2018/19 and above the latest available national average, but below comparators. However, the percentage who became the subject of a plan for a second or subsequent time has remained stable.</p> <p>Quarter 2 has shown a further increase in the rate of LAC when compared to previous quarterly data. This continues to be above all other comparator averages and above the previous years performance.</p> <p>The local data for this quarter has seen a decrease from the previous quarter in the number of LAC with 3 or more placements during the year. In comparison, those who have been in 3 or more placements during the year is similar to previous years, with those who have been in 1 placement showing a yearly decrease and those who have been in 2 placements showing a yearly increase.</p>	PI Ref	Performance Indicator	Annual Data				Local Data					Target 19/20	Breakdown of comparators at Appendix B																																																																																			
			16/17	17/18	18/19	Direction of Travel	Qtr 1 19/20	Qtr 2 19/20	Qtr 3 19/20	Qtr 4 19/20	Direction of travel		Eng	Comparator	Rank / Quartile																																																																																	
	SW1	% pupils achieving a good level of development at EYFS	66.1	67.5	67.3	↔	Annual Data					67.0	71.8	69.8	Eng 139																																																																																	
	SW2	% of all pupils achieving the expected standard in Reading, Writing and Maths at KS2	61.0	66.0	62.0	↓	Annual Data					57.3	65.0	61.9	Eng 106																																																																																	
	SW3	Average Attainment 8 score per pupil	43.7	44.6	44.5	↔	Annual Data					50.0	44.5	45.0	Eng 108																																																																																	
	SW4	Average Progress 8 score per pupil	-0.3	-0.1	-0.2	↓	Annual Data					-0.1	0.0	-0.1	Eng 121																																																																																	
	SW5	% of primary school children persistently absent from school	8.6	10.2		↑	Annual Data					8.2	8.7	9.3	Eng 130																																																																																	
	SW6	% of secondary school children persistently absent from school	13.7	15.2		↑	Annual Data					11.8	13.9	14.4	Eng 114																																																																																	
	SW7	Percentage of final EHCPs (including exception cases) issued within 20 weeks	63.1	45.0	51.7	↑		36.3				TBC	58.0	46.6	Eng 96																																																																																	
	SW8	% of eligible 2 year old children benefiting from funded early education places	65.0	72.0	70.0	↔	Annual Data					TBC	68.0	69.6	Eng 74																																																																																	
	SW9	% pupils in primary schools judged by Ofsted to be good or outstanding at end of quarter	97.2	90.0	88.7	↔	89.8	90.1			↔	TBC	87.5	82.4	Eng 67																																																																																	
	SW10	% of pupils in secondary schools judged by Ofsted to be good or outstanding at end of quarter	81.3	79.5	73.4	↓	70.1	69.7			↔	TBC	79.3	71.7	Eng 107																																																																																	
	SW11	Rate (per 10,000) of referrals to social care	656.0	602.1	606.6	↔	596.4	613.7			↔	610.0	544.5	688.6																																																																																		
	SW12	Rate (per 10,000) subject to a CPP	33.2	39.3	48.0	↑	38.4	53.5			↑	TBC	43.7	60.5																																																																																		
	SW13	Rate (per 10,000) of Looked After Children	87.0	91.0		↔	94.7	96.7			↔	85.0	64.0	85.0																																																																																		
	SW14	% of LAC adopted	23.0	21.0		↓	24.0	22.0			↔	21.0	13.0	15.9	Eng 12																																																																																	
	SW15	% of LAC with 3 or more placements during the year	8.0	8.0		↔	8.9	8.0			↓	8.0	10.0	9.6	Eng 19																																																																																	
	SW16	Smoking status at time of delivery	13.2	14.6		↑	Annual Data					TBC	10.8	15.2	SN 8																																																																																	
	SW17	Breastfeeding prevalence at 6-8 weeks	40.8	39.5		↔	Annual Data					TBC	42.7	34.4	SN 3																																																																																	
	SW18	LAC pupils with at least one fixed exclusion	11.7	11.7		↔	Annual Data					11.7	11.8	13.0	Eng 68																																																																																	
	SW19	% absence from school of children who have been looked after continuously for at least 12 months	3.7	3.7	4.1	↑	Annual Data					4.0	4.5	4.5	Eng 53																																																																																	
	SW20	% of children looked after who are classed as persistent absentees	9.0	8.1	7.6	↓	Annual Data					7.1	10.6	10.2	Eng 19																																																																																	
	SW21	Number of Fixed Term Exclusions	4.48	5.71		↑	Annual Data					TBC	5.1	6.3	Eng 126																																																																																	
	SW22	Number of Permanent Exclusions	0.16	0.15		↔	Annual Data					TBC	0.1	0.1	Eng 121																																																																																	
	SW23	First Time Entrants to the Youth Justice System	329.5	233.8	235.2	↔	235.0	215.0			↓	TBC	238.5	243.3	Eng 69																																																																																	
Key		Data Spotlight					Finance																																																																																									
<div><div></div>Ranked 1st Quartile</div> <div><div></div>Bolton Target hit/ Ranked 2nd Quartile</div> <div><div></div>Within 5% of Bolton Target / Ranked 3rd Quartile</div> <div><div></div>More than 5% below Bolton Target / Ranked 4th Quartile</div> <div><div>↑</div>5% or more above baseline (where high performance is good)</div> <div><div>↑</div>5% or more above baseline (where low performance is good)</div> <div><div>↔</div>Performance between 5% above or 5% below baseline</div> <div><div>↓</div>5% or more below baseline (where low performance is good)</div> <div><div>↓</div>5% or more below baseline (where high performance is good)</div>		<div>SN = Statistical Neighbour</div> <div>Attainment 8 - Provisional</div>  <table><tr><th>Year</th><th>Bolton</th><th>North West</th><th>Statistical Neighbours</th><th>England</th><th>GM</th></tr><tr><td>2013-14</td><td>47.5</td><td>48.0</td><td>47.0</td><td>47.5</td><td>47.5</td></tr><tr><td>2014-15</td><td>48.0</td><td>48.5</td><td>47.5</td><td>48.0</td><td>48.0</td></tr><tr><td>2015-16</td><td>48.5</td><td>49.0</td><td>48.0</td><td>48.5</td><td>48.5</td></tr><tr><td>2016-17</td><td>44.0</td><td>45.0</td><td>44.5</td><td>45.0</td><td>44.5</td></tr><tr><td>2017-18</td><td>44.5</td><td>45.5</td><td>45.0</td><td>46.0</td><td>44.5</td></tr><tr><td>2018-19</td><td>45.0</td><td>45.5</td><td>45.0</td><td>46.5</td><td>45.0</td></tr></table>					Year	Bolton	North West	Statistical Neighbours	England	GM	2013-14	47.5	48.0	47.0	47.5	47.5	2014-15	48.0	48.5	47.5	48.0	48.0	2015-16	48.5	49.0	48.0	48.5	48.5	2016-17	44.0	45.0	44.5	45.0	44.5	2017-18	44.5	45.5	45.0	46.0	44.5	2018-19	45.0	45.5	45.0	46.5	45.0	<table><tr><th>Service</th><th>Net Budget</th><th>Outturn</th><th>Combined Re-Allocated</th><th>Year End Variance</th></tr><tr><th>Local Authority Budgets</th><th>£000s</th><th>£000s</th><th>£000s</th><th>£000s</th></tr><tr><td>Children's Services</td><td></td><td></td><td></td><td></td></tr><tr><td>Education &amp; Learning Division</td><td>5,212</td><td>5,075</td><td></td><td>-137</td></tr><tr><td>Staying Safe Division</td><td>32,113</td><td>40,286</td><td></td><td>8,173</td></tr><tr><td>Children's Transport</td><td>3,506</td><td>3,703</td><td></td><td>197</td></tr><tr><td>CH Element of Combined Services</td><td></td><td></td><td>-581</td><td>-581</td></tr><tr><td>Subtotal</td><td>40,831</td><td>49,064</td><td>-581</td><td>7,652</td></tr></table>								Service	Net Budget	Outturn	Combined Re-Allocated	Year End Variance	Local Authority Budgets	£000s	£000s	£000s	£000s	Children's Services					Education & Learning Division	5,212	5,075		-137	Staying Safe Division	32,113	40,286		8,173	Children's Transport	3,506	3,703		197	CH Element of Combined Services			-581	-581	Subtotal	40,831	49,064	-581	7,652
Year	Bolton	North West	Statistical Neighbours	England	GM																																																																																											
2013-14	47.5	48.0	47.0	47.5	47.5																																																																																											
2014-15	48.0	48.5	47.5	48.0	48.0																																																																																											
2015-16	48.5	49.0	48.0	48.5	48.5																																																																																											
2016-17	44.0	45.0	44.5	45.0	44.5																																																																																											
2017-18	44.5	45.5	45.0	46.0	44.5																																																																																											
2018-19	45.0	45.5	45.0	46.5	45.0																																																																																											
Service	Net Budget	Outturn	Combined Re-Allocated	Year End Variance																																																																																												
Local Authority Budgets	£000s	£000s	£000s	£000s																																																																																												
Children's Services																																																																																																
Education & Learning Division	5,212	5,075		-137																																																																																												
Staying Safe Division	32,113	40,286		8,173																																																																																												
Children's Transport	3,506	3,703		197																																																																																												
CH Element of Combined Services			-581	-581																																																																																												
Subtotal	40,831	49,064	-581	7,652																																																																																												

## People Services Profile - Live Well

Quarter 2 2019/20

Performance Headlines		Performance Indicators - Live Well													
<p>The combined NEET and Not Known (NK) figure has reduced by 1% since 2018, however this is due to enhanced tracking processes resulting in the NK figure reducing. The reduction in NK has led to an increase in the NEET figures as we are finding more young people that are NEET. The NEET figure has increased, placing Bolton in the 4th quartile. This year authorities in the 4th quartile received a ministerial letter asking LA’s to ensure they focus priorities on this area.</p> <p>ASCOF data for 2018-19 confirms the position implied by local data that there has been a notable increase in the proportion of adults with learning disabilities in paid employment.</p> <p>The annual rate of younger adults whose support needs were met by admission to residential and nursing care homes has reduced for 2018/19 but remains above comparators (see chart below in Data Spotlight). In year data for 2019/20 suggests that we may be on track to admit more younger people this year and continues to be closely monitored via Performance and Finance dashboards.</p> <p>Over the last few years the percentage of referrals into Adults Early Intervention Team where full Social Care assessment has been avoided has fluctuated. However, this year has seen an increase from the previous year and the Quarter 2 position represents the highest percentage noted over the last few years at 48%.</p>	PI Ref	Performance Indicator	Annual Data				Local Data						Breakdown of comparators at Appendix B		
			16/17	17/18	18/19	Direction of travel	Qtr 1 19/20	Qtr 2 19/20	Qtr 3 19/20	Qtr 4 19/20	Direction of travel	Target 19/20	Eng	Comparator	Rank / Quartile
	LW1	% YP academic age 16 and 17 NEET	2.6	3.5	3.9	↑	Annual Data					3.0	2.6	3.2	Eng 128
	LW2	Number of Requests for Support Received from New Clients, per 10,000 Population	496.6	534.7	512.4	↓	447.4	463.9			↓	520.0			
	LW3	Number of new clients progressing to an assessed service per 10,000 Population	76.0	84.3	77.6	↓	72.8	74.3			↓	76.5			
	LW4	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes	33.9	18.9	17.8	↔	Annual Data					17.8	13.9	16.6	Eng 113
	LW5	% of adults with learning disabilities in paid employment	2.0	2.3	3.5	↑	3.8	3.8			↑	3.5	5.9	4.4	Eng 103
	LW6	Percentage of physically active adults	60.3	61.1		↔	Annual Data					TBC	77.5		
	LW7	Life expectancy (Male) (PHOF 0.1ii)	77.8			↔	Annual Data					TBC	79.6	78.0	SN =9
	LW8	Life expectancy (Female) (PHOF 0.1ii)	81.6			↔	Annual Data					TBC	83.1	81.6	SN 9
	LW9	Gap in the employment rate between those with a long-term health condition and the overall employment rate	16.1	15.6		↔	Annual Data					TBC	11.5	12.8	SN 11
	LW10	CIN achieving expected standard KS2 in Reading, Writing and Maths	32.0	37.0		↑	Annual Data					TBC	34.0	32.7	Eng 51
	LW11	LAC achieving expected standard KS2 in Reading, Writing and Maths	30.0	33.0		↑	Annual Data					TBC	35.0	39.3	Eng 45
	LW12	Attainment 8 for disadvantaged pupils	34.2	35.5		↔	Annual Data					TBC	36.8	34.7	Eng 77
	LW13	Progress 8 for disadvantaged pupils	-0.6	-0.5		↑	Annual Data					TBC	-0.4	-0.5	Eng 60
	LW14	% referrals into Adults Early Intervention Team where full Social Care Assessment has been avoided	40.0	37.0	41.0	↑	41.0	48.0			↑	30.0			

Key	Data Spotlight	Finance																																																																								
<div><div><div></div><div></div><div></div><div></div><div>↑</div><div>↑</div><div>↔</div><div>↓</div><div>↓</div></div><div><div>Ranked 1st Quartile</div><div>Bolton Target hit/ Ranked 2nd Quartile</div><div>Within 5% of Bolton Target / Ranked 3rd Quartile</div><div>More than 5% below Bolton Target / Ranked 4th Quartile</div><div>5% or more above baseline (where high performance is good)</div><div>5% or more above baseline (where low performance is good)</div><div>Performance between 5% above or 5% below baseline</div><div>5% or more below baseline (where low performance is good)</div><div>5% or more below baseline (where high performance is good)</div></div><div><div>SN = Statistical Neighbour</div></div></div> <div><div>Permanent admissions of younger adults to residential/nursing care</div><div><table><thead><tr><th>Year</th><th>Bolton</th><th>North West</th><th>England</th></tr></thead><tbody><tr><td>2014-15</td><td>14.0</td><td>15.0</td><td>14.0</td></tr><tr><td>2015-16</td><td>14.0</td><td>14.0</td><td>14.0</td></tr><tr><td>2016-17</td><td>34.0</td><td>17.0</td><td>14.0</td></tr><tr><td>2017-18</td><td>19.0</td><td>17.0</td><td>15.0</td></tr><tr><td>2018-19</td><td>18.0</td><td>17.0</td><td>15.0</td></tr></tbody></table></div></div> <div><table><thead><tr><th>Service</th><th>Net Budget</th><th>Outturn</th><th>Combined Re-Allocated</th><th>Year End Variance</th></tr><tr><th>Local Authority Budgets</th><th>£000s</th><th>£000s</th><th>£000s</th><th>£000s</th></tr></thead><tbody><tr><td>Adult Services</td><td></td><td></td><td></td><td></td></tr><tr><td>Older Adults</td><td>16,925</td><td>18,142</td><td></td><td>1,217</td></tr><tr><td>Integrated Services</td><td>-605</td><td>-898</td><td></td><td>-293</td></tr><tr><td>Adults Under 65 - LD/MH/PD</td><td>30,371</td><td>34,767</td><td></td><td>4,396</td></tr><tr><td>Care Management</td><td>8,646</td><td>8,623</td><td></td><td>-23</td></tr><tr><td>Supporting People</td><td>1,149</td><td>1,149</td><td></td><td>0</td></tr><tr><td>AD Element of Combined Services</td><td></td><td></td><td>-2,348</td><td>-2,348</td></tr><tr><td>Subtotal</td><td>56,486</td><td>61,783</td><td>-2,348</td><td>2,949</td></tr></tbody></table></div>	Year	Bolton	North West	England	2014-15	14.0	15.0	14.0	2015-16	14.0	14.0	14.0	2016-17	34.0	17.0	14.0	2017-18	19.0	17.0	15.0	2018-19	18.0	17.0	15.0	Service	Net Budget	Outturn	Combined Re-Allocated	Year End Variance	Local Authority Budgets	£000s	£000s	£000s	£000s	Adult Services					Older Adults	16,925	18,142		1,217	Integrated Services	-605	-898		-293	Adults Under 65 - LD/MH/PD	30,371	34,767		4,396	Care Management	8,646	8,623		-23	Supporting People	1,149	1,149		0	AD Element of Combined Services			-2,348	-2,348	Subtotal	56,486	61,783	-2,348	2,949
Year	Bolton	North West	England																																																																							
2014-15	14.0	15.0	14.0																																																																							
2015-16	14.0	14.0	14.0																																																																							
2016-17	34.0	17.0	14.0																																																																							
2017-18	19.0	17.0	15.0																																																																							
2018-19	18.0	17.0	15.0																																																																							
Service	Net Budget	Outturn	Combined Re-Allocated	Year End Variance																																																																						
Local Authority Budgets	£000s	£000s	£000s	£000s																																																																						
Adult Services																																																																										
Older Adults	16,925	18,142		1,217																																																																						
Integrated Services	-605	-898		-293																																																																						
Adults Under 65 - LD/MH/PD	30,371	34,767		4,396																																																																						
Care Management	8,646	8,623		-23																																																																						
Supporting People	1,149	1,149		0																																																																						
AD Element of Combined Services			-2,348	-2,348																																																																						
Subtotal	56,486	61,783	-2,348	2,949																																																																						



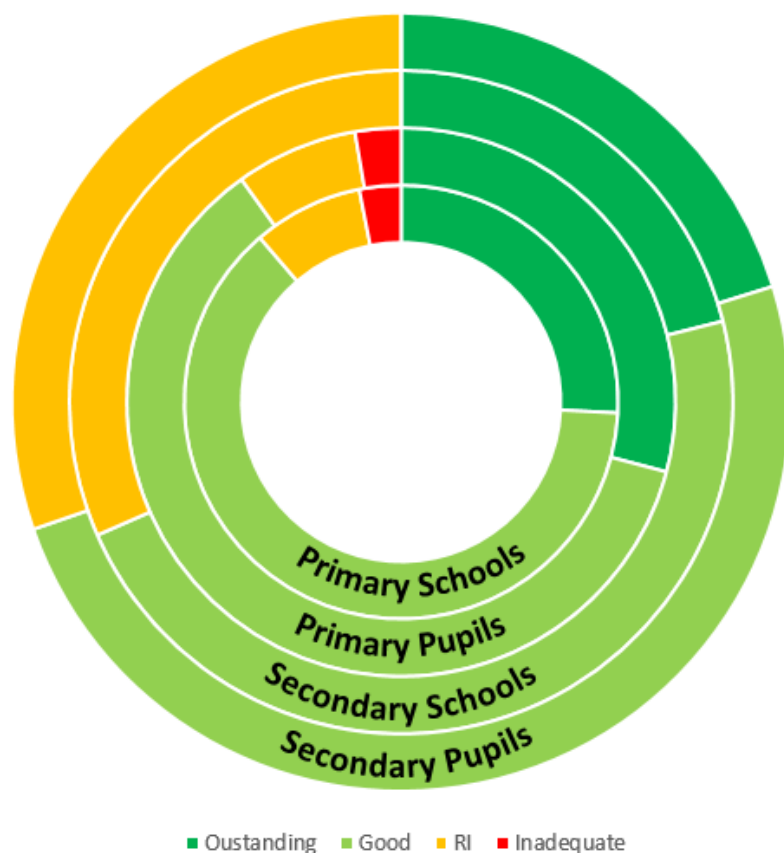
## People Services Profile - Age Well

Quarter 2 2019/20

Performance Headlines		Performance Indicators - Age Well																																																																																	
<p>The rate of older adults whose support needs were met by admission to residential and nursing care homes has reduced from a 2017/18 peak and is now in line with comparators.</p> <p>The delayed transfers attributable to adult social care measure has fallen slightly and is now below the North West average but remains above the England average. Bolton has consistently met the overall DTOC target of 3.3% over the past 2 quarters (based on the bed days methodology), despite the hospital declaring black escalation on at least one or two days most weeks.</p> <p>The area requiring further improvement in relation to social care delays is people awaiting packages of care in their own home. Although this could be attributable to health or social care we are the lowest in Greater Manchester. The Winter Pressures initiative is expected to help with this in terms of additional ring-fenced capacity in home support and reablement.</p> <p>The percentage of CQC registered care homes rated good or better has seen a gradual decrease over the last few years. 83% of Bolton CQC registered homes are judged to be good or outstanding at Quarter 2, this is an increase from the previous quarter. This is due to two registered homes that were previously rated as ‘requires improvement’ now being rated as ‘good’, and a new inspection of a registered home being rated as ‘good’. The lower rates seen at Quarter 1, published in the regional NWADASS report, are based on beds rather than settings, and be attributed to declining ratings within three large homes in the borough. There is also a clear link between the stability of management within settings and poor rating against the 'well led' domain; this theme can also be seen across Greater Manchester.</p>	PI Ref	Performance Indicator	Annual Data				Local Data					Target 19/20	Breakdown of comparators at Appendix B																																																																						
	16/17	17/18	18/19	Direction of travel	Qtr 1 19/20	Qtr 2 19/20	Qtr 3 19/20	Qtr 4 19/20	Direction of travel	Eng	Comparator		Rank / Quartile																																																																						
	AW1	Emergency hospital admissions due to falls in people aged 65 and over	1903.0	1920.0		↔	Annual Data					TBC	2170.0	2175.8	SN 4																																																																				
	AW2	Premature CVD mortality	97.7			↑	Annual Data					TBC	73.5	92.2	SN 12																																																																				
	AW3	Flu vaccinations in 65+	72.5	75.0		↔	Annual Data					TBC	72.6	73.6	SN 5																																																																				
	AW4	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes	773.6	971.1	791.9	↓	Annual Data					763.40	579.4	723.5	Eng 130																																																																				
	AW5	The % of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation	62.9	77.6	73.4	↓	Annual Data					80.0	82.4	84.0	Eng 131																																																																				
	AW6	% of CQC-registered Care Homes rated Good or Better by CQC	89.3	88.0	78.8	↓	78.8	83.0			↑	80.0	81.7	79.2	NW 16																																																																				
	AW7	% of CQC-registered Community Based Adult Social Care Services rated Good or Better by CQC	87.0	93.3	94.7	↔	92.1	94.7			↔	90.0	87.1	91.1	NW 11																																																																				
	AW8	Home Care - Average Hours commissioned per 10,000 population		524.9	635.7	↑	859.4	858.3			↔	TBC		722.6																																																																					
	AW9	% of service users receiving Home Care		31.7	38.8	↔	40.2	40.0			↔	38.80		34.7																																																																					
	AW10	% of carers receiving self-directed support	99.6	100.0	99.6	↔	99.3	99.3			↔	95.0	83.3	87.4	Eng 91																																																																				
	AW11	% of carers receiving self-directed support via a Direct Payment		91.6	94.6	↔	94.8	94.8			↔	95.0	73.4	84.3	Eng 84																																																																				
	AW12	Delayed Transfers of care attributable to Adult Social Care per 100,000 population	6.5	4.6	4.2	↔	Annual Data					4.0	3.1	4.5	Eng 121																																																																				
	AW13	Overall satisfaction of carers with services	42.9		45.2	↑	Annual Data					TBC	38.6	38.4	Eng 28																																																																				
	AW14	Number of carers receiving carers’ specific services (per 10,000 population)	23.8	52.7	73.7	↑	77.5	76.1			↔	TBC																																																																							
Key		Data Spotlight					Finance																																																																												
<div><div><div></div><div>Ranked 1st Quartile</div></div><div><div></div><div>Bolton Target hit / Ranked 2nd Quartile</div></div><div><div></div><div>Within 5% of Bolton Target / Ranked 3rd Quartile</div></div><div><div></div><div>More than 5% below Bolton Target / Ranked 4th Quartile</div></div><div><div>↑</div><div>5% or more above baseline (where high performance is good)</div></div><div><div>↑</div><div>5% or more above baseline (where low performance is good)</div></div><div><div>↔</div><div>Performance between 5% above or 5% below baseline</div></div><div><div>↓</div><div>5% or more below baseline (where low performance is good)</div></div><div><div>↓</div><div>5% or more below baseline (where high performance is good)</div></div></div> <div>SN = Statistical Neighbour</div>		<p>Percentage of Large Sized Care Homes Rated Good or Better</p> <p>North West Comparison. Large sized homes are those with 50+ beds</p> <table><thead><tr><th>Area</th><th>Percentage</th></tr></thead><tbody><tr><td>Bolton</td><td>44%</td></tr><tr><td>Bury</td><td>67%</td></tr><tr><td>Manchester</td><td>50%</td></tr><tr><td>Oldham</td><td>83%</td></tr><tr><td>Rochdale</td><td>60%</td></tr><tr><td>Salford</td><td>90%</td></tr><tr><td>Stockport</td><td>88%</td></tr><tr><td>Tameside</td><td>64%</td></tr><tr><td>Trafford</td><td>44%</td></tr><tr><td>Wigan</td><td>67%</td></tr></tbody></table>					Area	Percentage	Bolton	44%	Bury	67%	Manchester	50%	Oldham	83%	Rochdale	60%	Salford	90%	Stockport	88%	Tameside	64%	Trafford	44%	Wigan	67%	<table><thead><tr><th></th><th>Commissioning Area</th><th>Non- Pooled (£)</th><th>Pooled (£)</th><th>Total (£)</th></tr></thead><tbody><tr><td>Expenditure</td><td>Care Services</td><td>5,876,788</td><td>46,642,777</td><td>52,519,565</td></tr><tr><td></td><td>Corporate/Running Costs &amp; Other</td><td>6,892,758</td><td>106,500</td><td>6,999,258</td></tr><tr><td></td><td>Integrated Community Services</td><td>1,573,682</td><td>18,208,652</td><td>19,782,334</td></tr><tr><td></td><td>Learning Disabilities</td><td>10,690,806</td><td>21,877,251</td><td>32,568,057</td></tr><tr><td></td><td>Mental Health (Adults)</td><td>1,426,291</td><td>8,283,007</td><td>9,709,298</td></tr><tr><td></td><td>Population Health</td><td>6,973</td><td></td><td>6,973</td></tr><tr><td></td><td>Other</td><td>21,520</td><td></td><td>21,520</td></tr><tr><td>Expenditure Total</td><td></td><td>26,488,818</td><td>95,118,187</td><td>121,607,005</td></tr></tbody></table>											Commissioning Area	Non- Pooled (£)	Pooled (£)	Total (£)	Expenditure	Care Services	5,876,788	46,642,777	52,519,565		Corporate/Running Costs & Other	6,892,758	106,500	6,999,258		Integrated Community Services	1,573,682	18,208,652	19,782,334		Learning Disabilities	10,690,806	21,877,251	32,568,057		Mental Health (Adults)	1,426,291	8,283,007	9,709,298		Population Health	6,973		6,973		Other	21,520		21,520	Expenditure Total		26,488,818	95,118,187	121,607,005
Area	Percentage																																																																																		
Bolton	44%																																																																																		
Bury	67%																																																																																		
Manchester	50%																																																																																		
Oldham	83%																																																																																		
Rochdale	60%																																																																																		
Salford	90%																																																																																		
Stockport	88%																																																																																		
Tameside	64%																																																																																		
Trafford	44%																																																																																		
Wigan	67%																																																																																		
	Commissioning Area	Non- Pooled (£)	Pooled (£)	Total (£)																																																																															
Expenditure	Care Services	5,876,788	46,642,777	52,519,565																																																																															
	Corporate/Running Costs & Other	6,892,758	106,500	6,999,258																																																																															
	Integrated Community Services	1,573,682	18,208,652	19,782,334																																																																															
	Learning Disabilities	10,690,806	21,877,251	32,568,057																																																																															
	Mental Health (Adults)	1,426,291	8,283,007	9,709,298																																																																															
	Population Health	6,973		6,973																																																																															
	Other	21,520		21,520																																																																															
Expenditure Total		26,488,818	95,118,187	121,607,005																																																																															

### 3. External judgements of Bolton services and provision

#### 3.1 Ofsted Judgements on Bolton Settings for Children



Bolton is ranked 79<sup>th</sup> in the country at the end of Quarter 2 with 88.7% of primary schools judged to be good or outstanding. On this measure Bolton remains above the England average of 87.5%. On the measure for the proportion of pupils attending a good or outstanding school, Bolton is ranked 67<sup>th</sup> in the country and remains above the England average. 90.1% of Bolton primary pupils attend a good or outstanding school compared to 87.5% nationally. Bolton's secondary schools now rank 107<sup>th</sup> in the country with 68.4% of secondary schools judged to be good or outstanding, with 69.7% of secondary pupils in Bolton attending a good or outstanding school.

Ofsted's new inspection framework for schools came into operation as scheduled in September 2019. Two Bolton Schools have been inspected under the new framework. One saw its grade increase and one saw its grade decline. Ofsted have confirmed that the "Parent View" survey used to gather aren't feedback as part of the school inspection process will change. In particular, Ofsted have added a question to the survey which asks for feedback on how effectively the school is meeting the needs of children with SEND.



### 3.2 CQC inspections of care providers in Bolton



At the end of Quarter 2, 94.7% of Bolton registered community-based adult social care services were judged to be good or outstanding, maintaining strong performance. The improvement from the previous quarter is due to a new inspection of a registered community-based service being rated as 'good', with one service that was previously rated as 'requires improvement' being archived.

83% of Bolton CQC registered homes are judged to be good or outstanding, this is an increase on previous performance on this measure. This is due to two registered homes that were previously rated as 'requires improvement' now being rated as 'good', and a new inspection of a registered home being rated as 'good'.

CQC data enables the translation of the ratings of homes into number of beds (places) for people supported in care homes across the Borough. 60.4% of registered beds are in homes judged to be good or outstanding, which is the same as the previous months. Currently Bolton is the third lowest in performance compared to other North West authorities.

There are four nursing homes currently rated as 'requires improvement', which are classed as large as they have a total of 430 beds between them, explaining the lower ratings of registered beds.

Further detail on judgements of care provision in Bolton is available at **Appendix A**.

### 3.3 Local Authority / Local Area Inspections

Ofsted's programme of inspections of Local Authority Children's Services (ILACS) has continued, 73 reports have been published since the start of the new framework with 39 of those being graded as "Outstanding" or "Good" overall. Focussed visits have continued across various themes, with the majority being against the themes of; Children in Need/Children on Child Protection Plans and the Front Door.

Ofsted's SEND inspections and re-visits have continued throughout the quarter. To date 100 authorities have been inspected against the SEND framework, with revisits being carried out for those that were issued with Written Statement of Actions.

At the time of writing no JTAI inspections against the new 'deep dive' theme on children living with mental ill health have been published.

Over the past 12 months, HMIP have carried out 26 inspections of Youth Offending Teams across England and Wales against the new set of quality standards which were introduced in 2018. From these published inspections, 15 have been graded as "Outstanding" or "Good" overall.

#### **4. Equality Impact Assessment**

This report is for information purposes only and therefore does not require an Equality Impact Assessment.

#### **5. Recommendations**

The Executive Cabinet Member is recommended to:

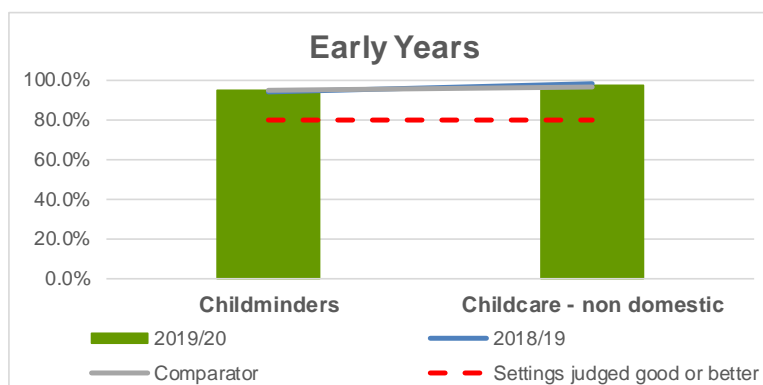
- Note the content of the report.

## Appendix A - External Quality Assessment

### Latest Ofsted and CQC Judgements on Bolton Settings

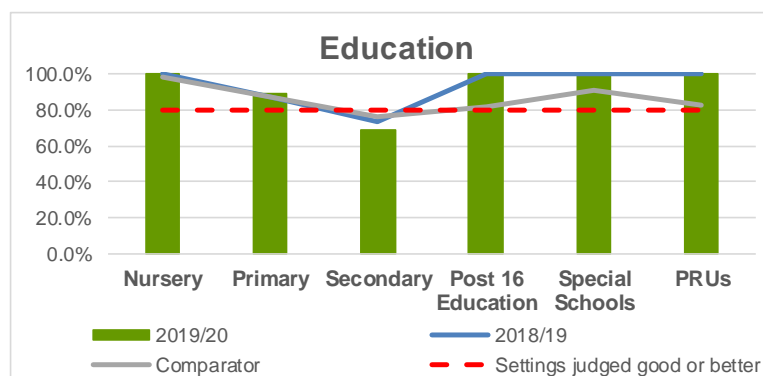
#### Early Years

	2018/19	2019/20	Comparator
Childminders	93.9%	94.6%	94.7%
Childcare - non domestic	97.6%	97.0%	96.6%



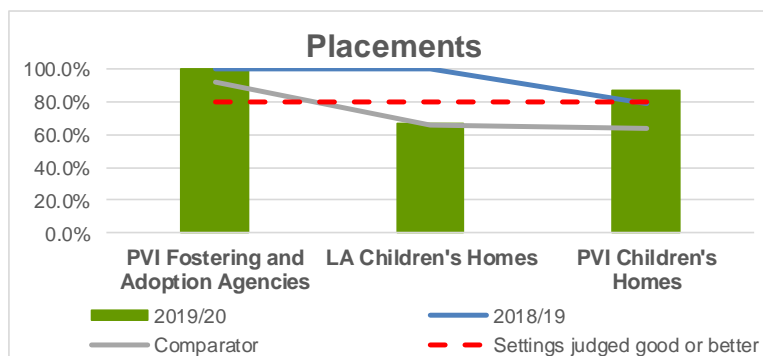
#### Education

	2018/19	2019/20	Comparator
Nursery	100.0%	100.0%	98.0%
Primary	87.5%	88.7%	87.5%
Secondary	73.7%	68.4%	76.1%
Post 16 Education	100.0%	100.0%	82.0%
Special Schools	100.0%	100.0%	91.0%
PRUs	100.0%	100.0%	83.0%



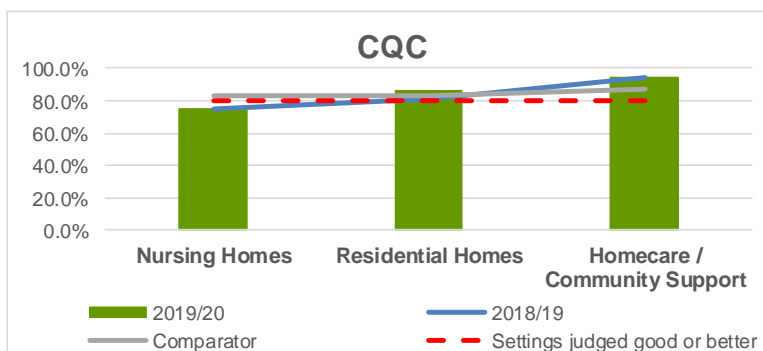
#### Placements

	2018/19	2019/20	Comparator
PVI Fostering and Adoption Agencies	100.0%	100.0%	91.6%
LA Children's Homes	100.0%	66.7%	65.3%
PVI Children's Homes	78.6%	86.7%	63.8%



#### CQC

	2018/19	2019/20	Comparator
Nursing Homes	75.0%	75.0%	82.7%
Residential Homes	80.6%	86.5%	82.7%
Homecare / Community Support	94.7%	94.7%	86.8%



## Appendix B – Performance Dashboards – Metadata

Coding	Performance Indicator	Data Source	New this quarter (Y/N)	Comparator Group Average	Rank
SW1	% pupils achieving a good level of development at EYFS	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW2	% of all pupils achieving the expected standard in Reading, Writing and Maths at KS2	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW3	Average Attainment 8 score per pupil	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW4	Average Progress 8 score per pupil	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW5	% of primary school children persistently absent from school	Department for Education		SN <sup>(1)</sup>	Eng
SW6	% of secondary school children persistently absent from school	Department for Education		SN <sup>(1)</sup>	Eng
SW7	Percentage of final EHCPs (including exception cases) issued within 20 weeks	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW8	% of eligible 2 year old children benefiting from funded early education places	Department for Education		SN <sup>(1)</sup>	Eng
SW9	% pupils in primary schools judged by Ofsted to be good or outstanding at end of quarter	Watchsted	Y	SN <sup>(1)</sup>	Eng
SW10	% of pupils in secondary schools judged by Ofsted to be good or outstanding at end of quarter	Watchsted	Y	SN <sup>(1)</sup>	Eng
SW11	Rate (per 10,000) of referrals to social care	Department for Education	Y	SN <sup>(1)</sup>	Not set by DFE
SW12	Rate (per 10,000) subject to a CPP	Department for Education	Y	SN <sup>(1)</sup>	Not set by DFE
SW13	Rate (per 10,000) of Looked After Children	Department for Education	Y	SN <sup>(1)</sup>	Not set by DFE
SW14	% of LAC adopted	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW15	% of LAC with 3 or more placements during the year	LAIT	Y	SN <sup>(1)</sup>	Eng
SW16	Smoking status at time of delivery	Public Health Outcomes Framework indicator (PHOF)		SN <sup>(2)</sup>	SN <sup>(2)</sup>

Coding	Performance Indicator	Data Source	New this quarter (Y/N)	Comparator Group Average	Rank
SW17	Breastfeeding prevalence at 6-8 weeks	PHOF		SN <sup>(2)</sup>	SN <sup>(2)</sup>
SW18	LAC pupils with at least one fixed exclusion	Department for Education		SN <sup>(1)</sup>	Eng
SW19	% absence from school of children who have been looked after continuously for at least 12 months	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW20	% of children looked after who are classed as persistent absentees	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW21	Number of Fixed Term Exclusions	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW22	Number of Permanent Exclusions	Department for Education	Y	SN <sup>(1)</sup>	Eng
SW23	First Time Entrants to the Youth Justice System	Department for Education	Y	NW	Eng
LW1	% YP academic age 16 and 17 NEET	Department for Education	Y	SN <sup>(1)</sup>	Eng
LW2	Number of Requests for Support Received from New Clients, per 10,000 Population	Local systems	Y	None	None set
LW3	Number of new clients progressing to an assessed service per 10,000 Population	Local systems	Y	None	None set
LW4	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes	NHS Digital (ASCOF) / Local systems	Y	Eng	Eng
LW5	% of adults with learning disabilities in paid employment	NHS Digital / Local systems	Y	NW	Eng
LW6	Percentage of physically active adults	Active Lives		GM	N/A
LW7	Life expectancy (Male) (PHOF 0.1ii)	PHOF		SN <sup>(5)</sup>	SN <sup>(5)</sup>
LW8	Life expectancy (Female) (PHOF 0.1ii)	PHOF		SN <sup>(5)</sup>	SN <sup>(5)</sup>
LW9	Gap in the employment rate between those with a long-term health condition and the overall employment rate	Active Lives		SN <sup>(5)</sup>	SN <sup>(5)</sup>
LW10	CIN achieving expected standard KS2 in Reading, Writing and Maths	LAIT		SN <sup>(1)</sup>	Eng

Coding	Performance Indicator	Data Source	New this quarter (Y/N)	Comparator Group Average	Rank
LW11	LAC achieving expected standard KS2 in Reading, Writing and Maths	LAIT		SN <sup>(1)</sup>	Eng
LW12	Attainment 8 for disadvantaged pupils	LAIT		SN <sup>(1)</sup>	Eng
LW13	Progress 8 for disadvantaged pupils	LAIT		SN <sup>(1)</sup>	Eng
LW14	% referrals into Adults Early Intervention Team where full Social Care Assessment has been avoided	Local systems	Y	None	None set
AW1	Emergency hospital admissions due to falls in people aged 65 and over	PHOF		SN <sup>(2)</sup>	SN <sup>(2)</sup>
AW2	Premature CVD mortality	PHOF		SN <sup>(3)</sup>	SN <sup>(3)</sup>
AW3	Flu vaccinations in 65+	PHOF		SN <sup>(4)</sup>	SN <sup>(4)</sup>
AW4	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes	NHS Digital (ASCOF)	Y	NW	Eng
AW5	The % of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation	NHS Digital (ASCOF)	Y	NW	Eng
AW6	% of CQC-registered homes rated Good or Better by CQC	CQC	Y	None	NW
AW7	% of CQC-registered Community Based Adult Social Care Services rated Good or Better by CQC	CQC	Y	None	NW
AW8	Home Care - Average Hours commissioned per 10,000K population	NWADASS / Local systems	Y	NW	None set
AW9	% of service users receiving Home Care	NWADASS / Local systems	Y	NW	None set
AW10	% of carers receiving self-directed support	NHS Digital (ASCOF)	Y	NW	Eng
AW11	% of carers receiving self-directed support via a direct payment	NHS Digital (ASCOF)	Y	NW	Eng
AW12	Delayed Transfers of care attributable to Adult Social Care per 100,000 population	NHS England/ONS	Y	NW	Eng
AW13	Overall satisfaction of carers with services	NHS Digital (ASCOF)	Y	NW	Eng
AW14	Number of carers receiving carers' specific services (per 10,000 population)	Local systems	Y	None	None set



## Breakdown of Comparators

SN(1)		SN(2)		SN(3)		SN(4)		SN(5)		NW	
Bolton	LW1	Bolton	AW1	Bolton	AW2	Bolton	AW3	Bolton	LW9	Bolton	AW4
Calderdale		Bury		Bury		Bury		Bury	LW10	Blackburn (324)	AW5
Derby	SW1	Calderdale	SW16	Calderdale		Calderdale		Calderdale	LW11	Blackpool (325)	AW6
Dudley	SW2	Derby	SW17	Coventry		Derby		Coventry	LW12	Bury (305)	AW7
Kirklees	SW3	Dudley		Derby		Dudley		Derby		Cheshire East (326)	AW10
Medway	SW4	Kirklees		Kirklees		Kirklees		Kirklees		Cheshire West And Chester (327)	AW11
Rotherham	SW5	Oldham		Medway		Medway		Medway		Cumbria (102)	
Sheffield	SW6	Plymouth		Oldham		Oldham		Oldham		Halton (321)	LW6
Tameside	SW9	Rochdale		Rochdale		Plymouth		Plymouth		Knowsley (315)	LW7
Telford and Wrekin	SW10	Rotherham		Rotherham		Rochdale		Rochdale		Lancashire (323)	LW8
Walsall	SW11	Stockton-on-Tees		Salford		Stockton-on-Tees		Rotherham		Liverpool (316)	
	SW12	Stoke-on-Trent		Stockton-on-Tees		Stoke-on-Trent		Stockton-on-Tees		Manchester (306)	
	SW13	Tameside		Stoke-on-Trent		Tameside		Stoke-on-Trent		Oldham (307)	
	SW14	Telford and Wrekin		Tameside		Telford and Wrekin		Tameside		Rochdale (308)	
	SW15	Walsall		Telford and Wrekin		Walsall		Telford and Wrekin		Salford (309)	
		Wigan		Wigan		Wigan		Wigan		Sefton (317)	
										St Helens (318)	
										Stockport (310)	
										Tameside (311)	
										Trafford (312)	
										Warrington (322)	
										Wigan (313)	
										Wirral (319)	