Report to:	Executive Cabinet Member		
Date of meeting:	9th March 2020		
Report of:	Bernie Brown, Director of People	**Report number:**	PS435
Contact officer:	Paul Rankin, Assistant Director Planning, Performance and Resources	**Telephone number**	332011
Report title:	People Services Performance Management Report Quarter Three 2019-20		
Not confidential			
This report does not contain information which warrants its consideration in the absence of the press or members of the public.			
Purpose:	To provide the Executive Cabinet Member with an update on the latest available 2019-20 performance information for the People Services Department.		
Recommendations:	The Executive Cabinet Member is recommended to: • Note the content of the report		
Decision:			
Background documents:	Appendix A – External Quality Assessment Appendix B – Performance Dashboards – Definitions		
Signed:			
Date:			
Consultation with other officers			
Finance	N/A		
Legal	N/A		
HR	N/A		
Equality Impact Assessment required?	No		

(a) Pre-consultation reports Is there a need to consult on the proposals? **(b) Post consultation reports** Please confirm that the consultation response has been taken into consideration in making the recommendations.	No N/A	
Vision outcomes	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 Three 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 Starting 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:

- Pupil progress across KS2 in 2019 continues to be positive in all 3 subjects. Final performance data for KS2 is notably more positive than the provisional data reported in Q2, with Bolton in line with national average on the proportion of children achieving expected standards in reading, writing and maths. Final KS4 data is in line with the provisional data reported in Quarter 2. Bolton's performance has remained stable in the context of improving attainment nationally.

- The local rate of referrals to social care has decreased this quarter, broadly following the same pattern as the number of monthly contacts. The percentage of re-referrals within 12 months of the previous referral remains stable compared to previous quarterly data and is similar to comparator data.

- Local data shows that the rate subject to a CPP has increased this quarter. This is above the published data for 2018/19 and is above the latest available national data but below the north west comparator data. However, this quarter has also seen a notable increase in the rate of those who ceased to be the subject of a CPP. Despite the increase in the rate of subject to a CPP, the percentage who became the subject of a plan for a second or subsequent time has remained stable over the year.

- Bolton's Child Protection Plan (CPP) rates are low compared to our peers but are increasing in line with statistical neighbours and with expectations of changes to practice. Numbers of Children requiring a safeguarding intervention ebb and flow from month to month and this is affected by the school year, but the overall trend is for a lower level of referrals. However, levels of Children and Young people classed as Children in Need or needing a higher-level of safeguarding intervention are more stable. The Department continues to work closely with partners to identify and respond to key safeguarding issues which require action on a multi-agency basis response or a single agency non-social care response.

- The Children Looked After statistics for 2018/19 have been published, Bolton's rate of Looked After Children has seen an increase from the previous year (91.0 in 2017/18 and 95.0 in 2018/19), this is in line with other comparator averages who have also seen an increase in their rates. Bolton's rate is above all other comparator averages.

- Bolton had 13.9% of looked after children placed with parents based on published data as at March 2019. This is 0.9 percentage points higher than the North West but significantly higher than England and statistical neighbours at approximately 7%. Bolton is addressing this by tracking all new cases up to 12 months and tracking of older cases and discharging Care Orders where there is no need to share permanent residence.

- The published statistics have shown a slight decrease in the percentage in LAC adopted (21% in 2017/18 and 20% in 2018/19), again this is in line with the decrease seen nationally. However,

Bolton is above all other comparator averages. The local data for the current year is showing an improvement in performance.

- The annual published data for the percentage of LAC with three or more placements during the year has remained stable (8% in 2016/17, 2017/18 and 2018/19). Bolton's figure is lower than comparator averages. The local data for 2019/20 shows a quarterly decrease, which is indicating an improvement, and this is now below the target set. Data reflecting those who have been in one placement shows a decrease whilst those who have been in two placements has shown an increase for this year.

- Data highlights that Bolton is performing well in terms of long-term placement stability in comparison to statistical neighbours and England. As a way of understanding the needs of our looked after population and to inform commissioning and sufficiency, an in-depth analysis of our looked after data from the last five years has been completed.

- It has been identified that some of our looked after children who were aged 15 plus when they came into care, have moved straight through the system to become looked after, without being on a child protection plan. This has led to a shift in the assessment and safeguarding services toward greater use of child protection and this is seen in the increase in child protection plan numbers. This has also influenced the residential review.

1.3 Living 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:

- At the end of Quarter 3 more requests for adult social care support had been received from new clients than in the previous quarter. However, rates seen so far this year compare well against 2018/19 and the rate remains lower than the target set for the year 2019/20.

- The number of new clients progressing to an assessed service has remained consistent this quarter. If this trend continues it will remain in line with the 2019/20 annual target and below the previous year.

- A slight increase has been seen in the percentage of referrals into Adults Early Intervention Team where a full Social Care Assessment has been avoided this quarter. This follows a larger increase earlier in the year; if this trend continues the figure should significantly exceed this year's target of 30%.

- The percentage rate of adults with learning disabilities in paid employment has shown an increase this quarter. The numbers have increased each year for the past three years and if this trend continues it is likely to exceed the target and be in line with the North West average, demonstrating a progressive improvement over a three year period.

- There has been a further increase in the average Attainment 8 for disadvantaged pupils, which is just slightly below the national average but above all other available comparators.

- After the significant improvement noted from 2016/17 to 2017/18, this year has seen a slight decrease in the Progress 8 for disadvantaged pupils. Bolton's figure is slightly lower than the national but above all other comparators.

1.4 Ageing 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 percentage of CQC registered care homes rated good or better has remained the same as the previous quarter, with 83% of Bolton CQC registered homes judged to be good or outstanding. Although this figure has stabilised there has been some changes in the ratings, with two settings that were rated as 'requires improvement' now being rated as 'good', and two settings that were rated as 'good' now being rated as 'requires improvement'. Bolton's rate is above the target of 80% and is ranked 12th in the north west region.

- At the end of Quarter 3, 97.5% of Bolton registered community-based adult social care services were judged to be good or outstanding. This further improvement is due to a new inspection of a registered community-based service being rated as 'good', other settings that have been inspected have remained 'good'. Bolton's rate is well above the target of 90% and is ranked 3rd in the north west region.

- The Council's commissioners work with providers who can consistently demonstrate that their services are safe, of high quality and support providers as appropriate to make required improvements, the Quality assurance team offer support and monitoring to enable providers to improve and sustain. Regionally there has been some flux within the indicator due to a change in approach by CQC and utilisation of pharmacists in inspections.

2. Performance Dashboards

<table>
<tr><td colspan="2" align="center">People Services Profile - Start Well</td></tr>
<tr><td colspan="2" align="center">Quarter 3 2019/20</td></tr>
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Performance Headlines

Pupil progress across KS2 in 2019 continues to be positive in all 3 subjects. The previous two years attainment at the expected standard in combined subjects has been in line with the national average and the Final KS2 results are in line with national average. Combined 2019 final results indicate that 11% of pupils in KS2 achieve at the greater depth standard which is also in-line with national and has improved on 2018 figures.

Final KS4 data is in line with the provisional data reported in Q2. Bolton's A8 figure is below the average A8 for state schools of 46.8%, but is in line with the A8 figure for all schools of 44.7%.

The rate of referrals to social care has decreased this quarter, this has broadly following the same pattern as the number of monthly contacts. The percentage of re-referrals within 12 months of the previous referral remains stable compared to previous quarterly data, and is similar to comparator data.

Local data shows that the rate subject to a CPP has increased this quarter. This is above the published data for 2018/19 and is above the latest available national data but below the north west comparator data. However, this quarter has also seen a notable increase in the rate of those who ceased to be the subject of a CPP. Despite the increase in the rate of subject to a CPP, the percentage who became the subject of a plan for a second or subsequent time has remained stable over the year.

Bolton's rate of Looked After Children has increased, based on newly published benchmarking data for 2018/19. The rate reflects the trend elsewhere (see Data Spotlight below) but remains above comparator groups. Local data is showing a quarterly increase and is above the local target that has been set. The published statistics have shown a slight decrease in the percentage in LAC adopted, again this is in line with the national downward trend. Bolton is above all other comparator averages.

The annual data for the percentage of LAC with 3 or more placements during the year has remained stable and Bolton's figure is lower than comparator averages. The local data for 2019/20 shows a quarterly decrease and is now below the target set. Data reflecting those who have been in one placement shows a decrease whilst those who have been in two placements has shown an increase for this year.

Performance Indicators - Start Well

PI Ref	Performance Indicator	Annual Data 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
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	65.0	↔			Annual Data			57.3	65.0	62.3	Eng 79
SW3	Average Attainment 8 score per pupil	43.7	44.6	44.6	↔			Annual Data			50.0	46.8	45.2	Eng 108
SW4	Average Progress 8 score per pupil	-0.3	-0.1	-0.2	↓			Annual Data			-0.1	0.0	-0.1	Eng 123
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	91.2		↔	TBC	87.8	83.0	Eng 59
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	69.7		↔	TBC	79.9	69.9	Eng 109
SW11	Rate (per 10,000) of referrals to social care	656.0	602.1	606.6	↔	596.4	613.7	598.2		↔	610.0	544.5	688.6	
SW12	Rate (per 10,000) subject to a CPP	33.2	39.3	48.0	↑	46.1	55.7	59.4		↑	TBC	43.7	60.5	
SW13	Rate (per 10,000) of Looked After Children	87.0	91.0	95.0	↔	94.7	96.7	96.8		↔	85.0	65.0	88.0	
SW14	% of LAC adopted	23.0	21.0	20.0	↔	24.0	22.0	23.0		↔	21.0	12.0	17.0	Eng 17
SW15	% of LAC with 3 or more placements during the year	8.0	8.0	8.0	↔	8.9	8.0	7.0		↓	8.0	10.0	9.0	Eng 19
SW16	Smoking status at time of delivery	13.2	14.6	13.7	↓			Annual Data			TBC	10.6	14.8	SN 7
SW17	Breastfeeding prevalence at 6-8 weeks	40.8	39.5	41.1	↔			Annual Data			TBC	46.2	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	280.1	238.7	214.8	↓			Annual Data			TBC	222.3	243.6	Eng 71

Key

Colour	Meaning
Ranked 1st Quartile	
Bolton Target hit / Ranked 2nd Quartile	
Within 5% of Bolton Target / Ranked 3rd Quartile	
More than 5% below Bolton Target / Ranked 4th Quartile	

SN = Statistical Neighbour

↑ 5% or more above baseline (where high performance is good)
↑ 5% or more above baseline (where low performance is good)
↔ Performance between 5% above or 5% below baseline
↓ 5% or more below baseline (where low performance is good)
↓ 5% or more below baseline (where high performance is good)

Data Spotlight

Nationally the number of children looked after continue to rise

Children looked after at 31 March
Children who started to be looked after during the year
Children who ceased to be looked after during the year

Finance

Service	Net Budget £000s	Outturn £000s	Combined Re-Allocated £000s	Year End Variance £000s
Local Authority Budgets				
Children's Services				
Education & Learning Division	5,212	5,054		-158
Staying Safe Division	31,998	39,845		7,847
Children's Transport	3,506	3,672		166
CH Element of Combined Services			-273	-273
Subtotal	**40,716**	**48,571**	**-273**	**7,582**

People Services Profile - Live Well

Quarter 3 2019/20

Performance Headlines

At the end of Quarter 3 more requests for adult social care support had been received from new clients than in the previous quarter. However, rates seen so far this year compare well against 2018/19 and the rate remains lower than the target set for the year 2019/20.

The number of new clients progressing to an assessed service has remained consistent this quarter. If this trend continues it will remain in line with the 2019/20 annual target and below the previous year.

A slight increase has been seen in the percentage of referrals into Adults Early Intervention Team where a full Social Care Assessment has been avoided this quarter. This follows a larger increase earlier in the year; if this trend continues the figure should significantly exceed this year's target of 30%.

The percentage rate of adults with learning disabilities in paid employment has shown an increase this quarter. The numbers have increased each year for the past three years and if this trend continues it is likely to exceed the target and be in line with the North West average, demonstrating a progressive improvement over a three year period.

There has been a further increase in the average Attainment 8 for disadvantaged pupils, which is just slightly below the national average but above all other available comparators.

After the significant improvement noted from 2016/17 to 2017/18, this year has seen a slight decrease in the Progress 8 for disadvantaged pupils. Bolton's figure is slightly lower than the national but above all other comparators.

Performance Indicators - Live Well

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
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	472.9		↓	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	74.1		↔	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	4.3		↑	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	17.4	↑	Annual Data					TBC	11.5	13.5	SN 16
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	36.4	↔	Annual Data					TBC	36.8	35.2	Eng 55
LW13	Progress 8 for disadvantaged pupils	-0.62	-0.45	-0.49	↓	Annual Data					TBC	-0.45	-0.49	Eng 72
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	49.0		↔	30.0			

Key

■ (dark green)	Ranked 1st Quartile	SN = Statistical Neighbour
■ (light green)	Bolton Target hit / Ranked 2nd Quartile	
■ (amber)	Within 5% of Bolton Target / Ranked 3rd Quartile	
■ (red)	More than 5% below Bolton Target / Ranked 4th Quartile	
↑ (green)	5% or more above baseline (where high performance is good)	
↑ (red)	5% or more above baseline (where low performance is good)	
↔	Performance between 5% above or 5% below baseline	
↓ (green)	5% or more below baseline (where low performance is good)	
↓ (red)	5% or more below baseline (where high performance is good)	

Data Spotlight

Progress 8 for disadvantaged pupils

Legend: Bolton, North West, Statistical Neighbours, England

Finance

Service	Net Budget £000s	Outturn £000s	Combined Re-Allocated £000s	Year End Variance £000s
Local Authority Budgets				
Adult Services				
Older Adults	17,503	18,632		1,129
Integrated Services	-1,176	-920		256
Adults Under 65 - LD/MH/PD	30,372	34,744		4,372
Care Management	8,750	8,416		-334
Supporting People	1,149	1,149		0
AD Element of Combined Services			-2,249	-2,249
Subtotal	56,598	62,021	-2,249	3,174

People Services Profile - Age Well

Quarter 3 2019/20

### Performance Headlines

The percentage of CQC registered care homes rated good or better has remained the same as the previous quarter, with 83% of Bolton CQC registered homes judged to be good or outstanding. Although this figure has stabilised there has been some changes in the ratings, with two settings that were rated as 'requires improvement' now being rated as 'good', and two settings that were rated as 'good' now being rated as 'requires improvement'. Bolton's rate is above the target of 80% and is ranked 12th in the north west region.

At the end of Quarter 3, 97.5% of Bolton registered community-based adult social care services were judged to be good or outstanding. This further improvement is due to a new inspection of a registered community-based service being rated as 'good', other settings that have been inspected have remained 'good'. Bolton's rate is well above the target of 90% and is ranked 3rd in the north west region.

A change in the methodology for calculating the average number of hours of home care commissioned explains the significant increase in this year's figures (AW8). Despite this, the rate has remained stable within the year. The proportion of service users receiving home care in Bolton has also remained stable and is currently higher than this year's target and the regional average. These figures reflect Bolton's higher overall proportion of service users living independently at home or in community-based services.

The data spotlight below shows Bolton's overall rate of all delayed transfers over the past two years compared with GM neighbours. The rate has fluctuated over this time period and is currently just above the average for the rate calculated in bed days. Bolton's rate of delayed transfers attributable to social care (ASCOF definition) is also just above the national average but below the North West rate.

Performance Indicators - Age Well

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	96.4		↔	Annual Data					TBC	71.7	89.8	SN 11
AW3	Flu vaccinations in 65+	72.5	75.0	74.2	↔	Annual Data					TBC	72.0	72.8	SN 4
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	83.0		↔	80.0	82.4	82.8	NW 12
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	97.5		↔	90.0	86.7	92.3	NW 3
AW8	Home Care - Average Hours commissioned per 10,000 population		524.9	635.7	↑	859.4	858.3	866.2		↔	TBC		722.6	
AW9	% of service users receiving Home Care		31.7	38.8	↔	40.2	40.0	40.6		↔	38.80		34.7	
AW10	% of carers receiving self-directed support	99.6	100.0	99.6	↔	99.3	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	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	77.5		↔	TBC			

Key

■ (dark green)	Ranked 1st Quartile
■ (light green)	Bolton Target hit / Ranked 2nd Quartile
■ (orange)	Within 5% of Bolton Target / Ranked 3rd Quartile
■ (red)	More than 5% below Bolton Target / Ranked 4th Quartile
↑ (green)	5% or more above baseline (where high performance is good)
↑ (red)	5% or more above baseline (where low performance is good)
↔ (orange)	Performance between 5% above or 5% below baseline
↓ (green)	5% or more below baseline (where low performance is good)
↓ (red)	5% or more below baseline (where high performance is good)

SN = Statistical Neighbour

Data Spotlight

Rate of All Delayed Transfers of Care per 100k Population

BOLTON 413.3, 532.4 — BURY — MANCHESTER 927.9 — OLDHAM 245.4 — ROCHDALE 212.7 — SALFORD 629.9 — STOCKPORT 503.7 — TAMESIDE 374.0 — TRAFFORD 713.0 — WIGAN 204.5

Finance

	Commissioning Area	Non-Pooled (£)	Pooled (£)	Total (£)
Expenditure	Care Services	5,819,939	46,461,154	52,281,093
	Corporate/Running Costs & Other	6,226,025	106,500	6,332,525
	Integrated Community Services	1,535,982	18,267,363	19,803,345
	Learning Disabilities	10,708,202	22,135,598	32,843,800
	Mental Health (Adults)	1,420,487	8,254,541	9,675,028
	Population Health	6,973		6,973
	Other	21,741		21,741
Expenditure Total		**25,739,349**	**95,225,156**	**120,964,505**

3. External judgements of Bolton services and provision

3.1 Ofsted Judgements on Bolton Settings for Children

Bolton is ranked 69th in the country at the end of Quarter 3 with 89.7% of primary schools judged to be good or outstanding. On this measure Bolton remains above the England average of 87.7%. On the measure for the proportion of pupils attending a good or outstanding school, Bolton is ranked 59th in the country and remains above the England average. 91.2% of Bolton primary pupils attend a good or outstanding school compared to 87.5% nationally. Bolton's secondary schools now rank 105th 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.
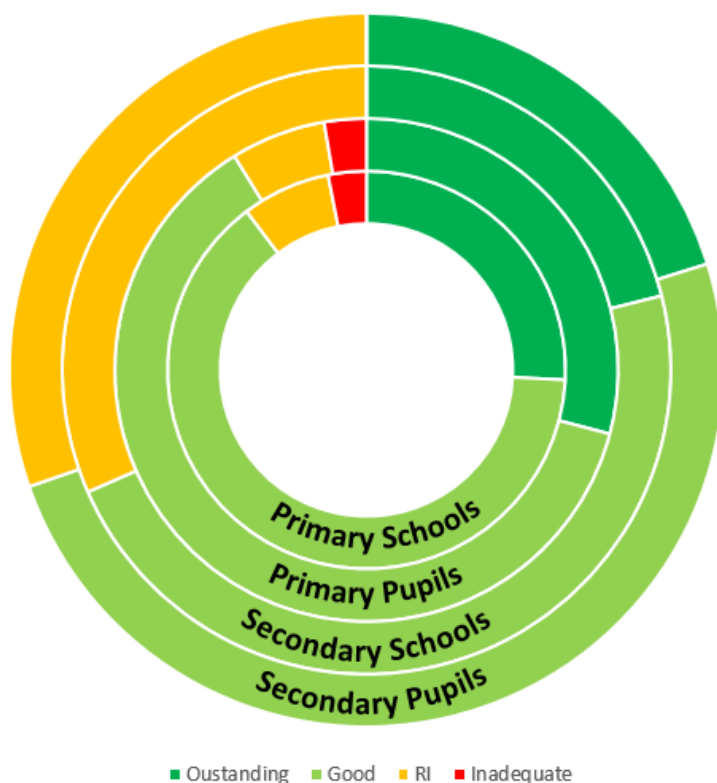
Ofsted's new inspection framework for schools came into operation as scheduled in September 2019. Two Bolton Schools have been inspected under the new framework. One saw its grade increase and one saw its grade decline. Ofsted have confirmed that the "Parent View" survey used to gather feedback as part 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 3, 97.5% of Bolton registered community-based adult social care services were judged to be good or outstanding. This further improvement from the previous quarter is due to a new inspection of a registered community-based service being rated as 'good', other settings that have been inspected have remained 'good'. At the end of quarter 3 Bolton were ranked 3rd in the North West.

83% of Bolton CQC registered homes are judged to be good or outstanding, this is the same as the previous quarter. Although this figures has stabilised there has been some changes in the ratings, with two settings that were rated as 'requires improvement' now being rated as 'good', and two settings that were rated as 'good' now being rated as 'requires improvement'.

CQC data enables the translation of the ratings of homes into number of beds (places) for people supported in care homes across the Borough. 69% of registered beds are in homes judged to be good or outstanding, which is a slight improvement from the previous quarter. This is due to one of the larger nursing homes that was rated as 'requires improvement' now being rated as 'good'.

■ Good or Outstanding   ■ RI or Inadequate

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, 88 reports have been published since the start of the new framework with 44 of those being graded as "Outstanding" or "Good" overall. Focussed visits have continued with 99 authorities receiving a visit, some of which have had two visits due to the outcome of their ILACS or SIF. These visits have been 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 106 authorities have been inspected against the SEND framework, with revisits being carried out for those that were issued with Written Statement of Actions.

To date, there has been 3 JTAI inspections published against the new 'deep dive' theme on children's mental health. When the inspections have been completed against this theme, the joint inspectorates will revisit the theme of child exploitation.

HMIP's programme of inspections of Youth Offending Teams against the new set of quality standards has continued, 31 inspections of Youth Offending Teams in England have been published, 17 have been graded as "Outstanding" or "Good" overall.

4. Operational Management of the Department (DLT only)

This section of the report contains a range of key management information which will allow the Executive Cabinet Member to look at the day-to-day operational effectiveness of the Department.

4.1 Departmental Sickness Absence

The sickness rate for the Department as a whole in Quarter 3 (2019/20) was 7.41%, with an aggregate Year to Date (YTD) rate of 6.63%. The following chart shows how the Department's sickness levels during the year so far compare to 2018-19

4.2.1 Sickness rates – 2019-20 YTD compared to 2018-19 whole year
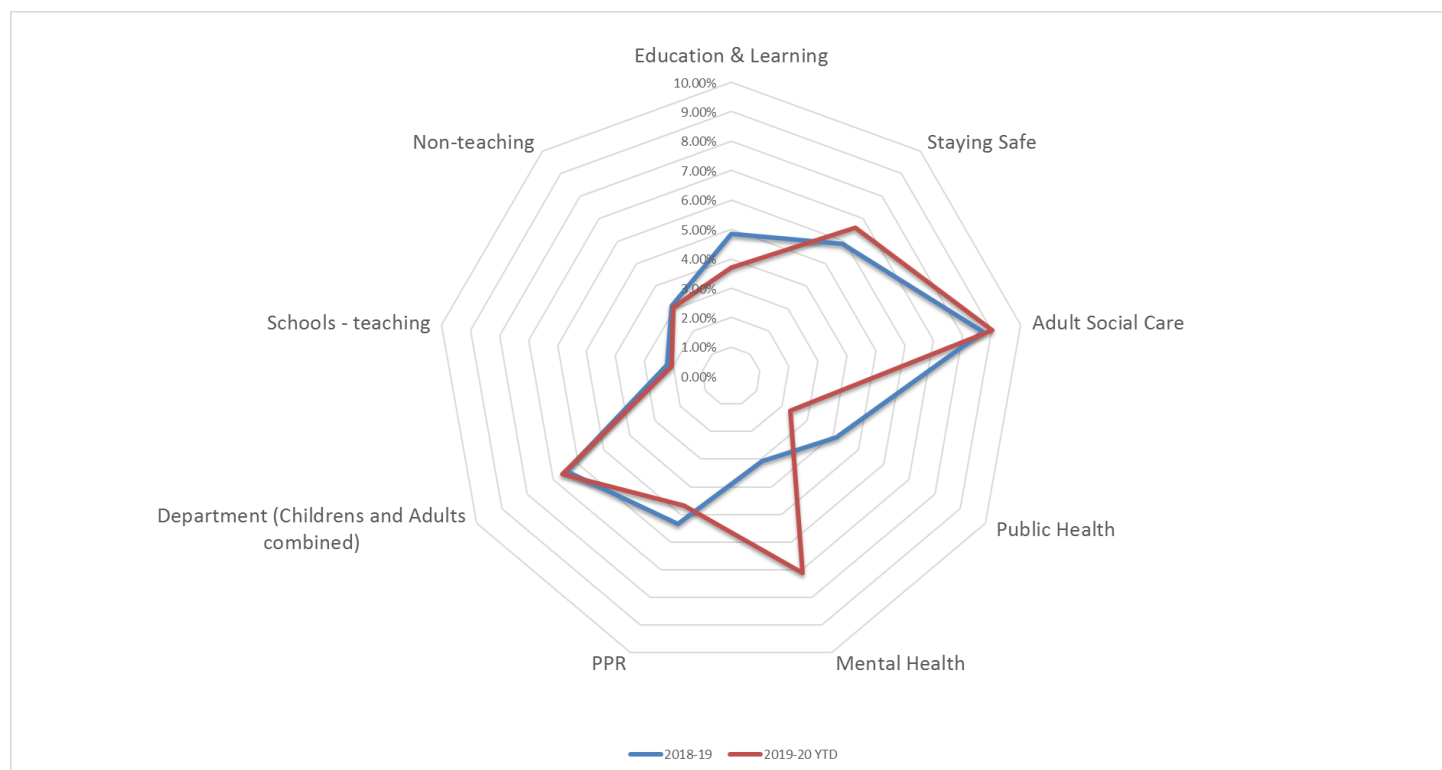
4.2   Complaints and Compliments

Key learning from complaints investigated this quarter has been reviewed and shared with the relevant heads of service and members of DLT. Learning from the complaints reviewed reinforced the importance of providers' compliance with individuals' care plans and effective communication between providers, service users and their families.

Complaints - Childrens at end of Q3

Resolved informally not included in new complaints 17	Number of new complaints 3
	Resolved at Stage 1 2
	Open at end of quarter LGO 1
	Open at Stage 3; 1
	Open at end of quarter Stage 1 1

Complaints - Adults at end of Q3

Number of new complaints 18	Resolved at Stage 1 12
	Resolved informally not included in new complaints 8
	Open at end of quarter Stage 1 6
	Overdue Responses at Stage 1 5
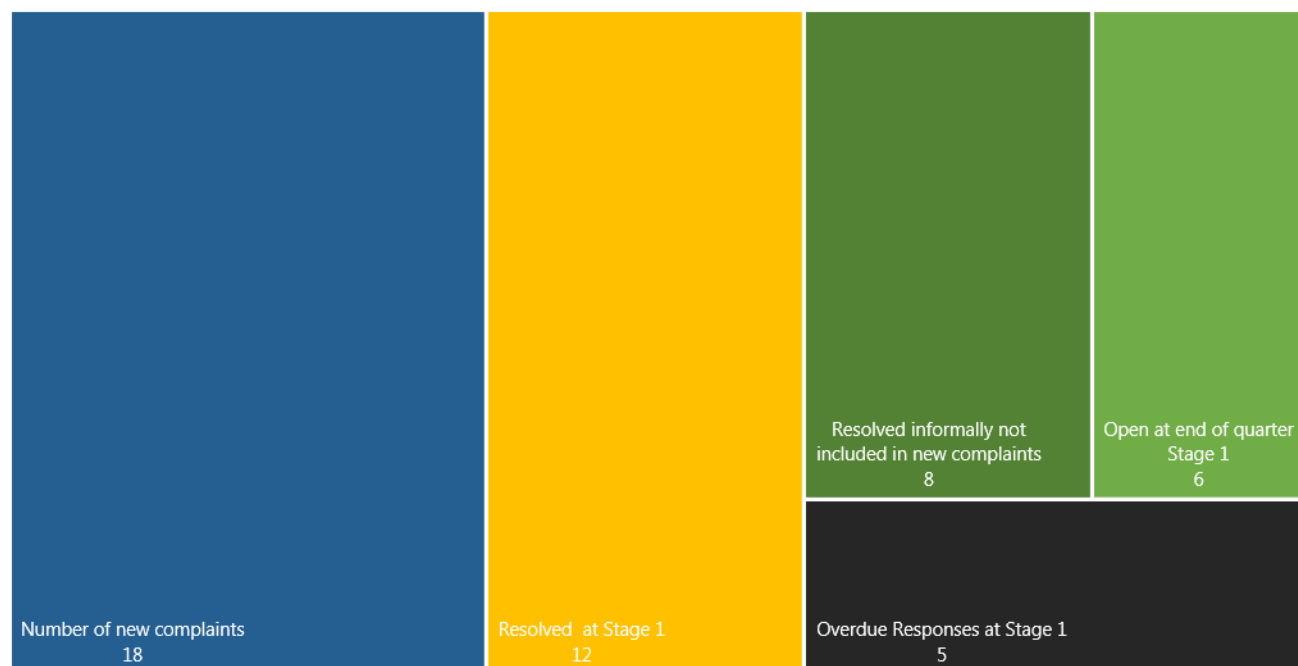
5. Equality Impact Assessment

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

6. 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%	96.0%	95.0%
Childcare - non domestic	97.6%	96.0%	96.0%
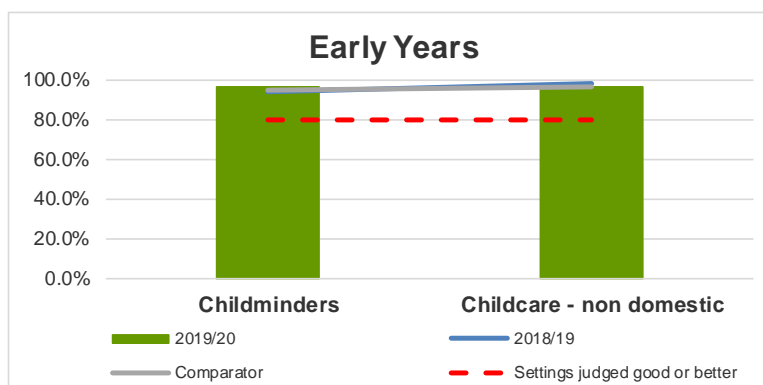
Education

	2018/19	2019/20	Comparator
Nursery	100.0%	100.0%	97.0%
Primary	87.5%	89.7%	87.7%
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%
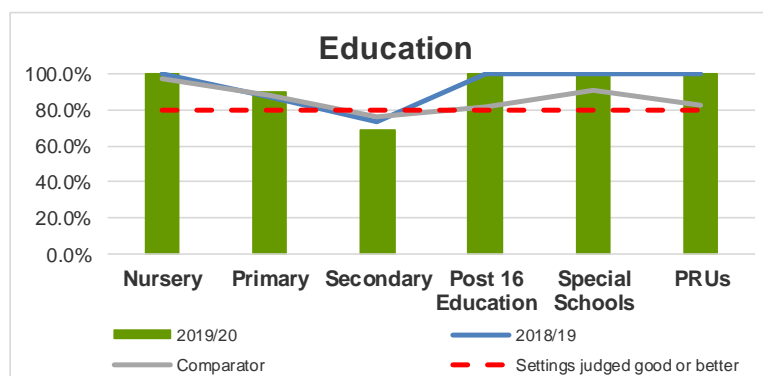
Placements

	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%	75.0%	63.8%
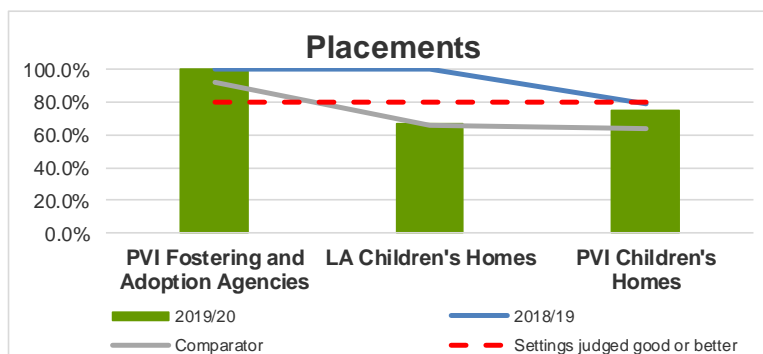
CQC

	2018/19	2019/20	Comparator
Nursing Homes	75.0%	75.0%	82.4%
Residential Homes	80.6%	86.5%	82.4%
Homecare / Community Support	94.7%	97.5%	86.7%
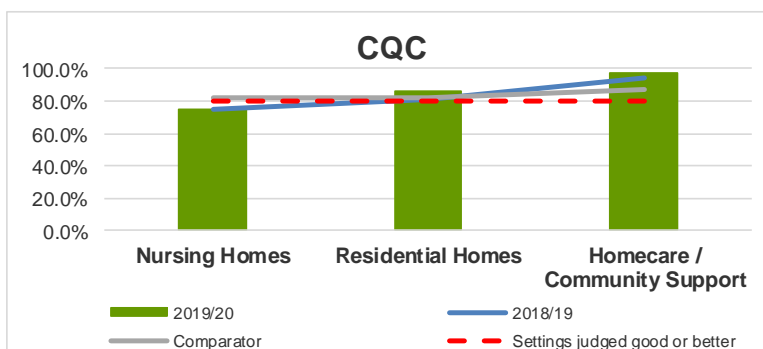
Appendix B – Performance Dashboards – Metadata

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

Coding	Performance Indicator	Data Source	New this quarter (Y/N)	Comparator Group Average	Rank
SW17	Breastfeeding prevalence at 6-8 weeks	PHOF		SN[2]	SN[2]
SW18	LAC pupils with at least one fixed exclusion	Department for Education		SN[1]	Eng
SW19	% absence from school of children who have been looked after continuously for at least 12 months	Department for Education		SN[1]	Eng
SW20	% of children looked after who are classed as persistent absentees	Department for Education		SN[1]	Eng
SW21	Number of Fixed Term Exclusions	Department for Education		SN[1]	Eng
SW22	Number of Permanent Exclusions	Department for Education		SN[1]	Eng
SW23	First Time Entrants to the Youth Justice System	Department for Education		NW	Eng
LW1	% YP academic age 16 and 17 NEET	Department for Education		SN[1]	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		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[5]	SN[5]
LW8	Life expectancy (Female) (PHOF 0.1ii)	PHOF		SN[5]	SN[5]
LW9	Gap in the employment rate between those with a long-term health condition and the overall employment rate	Active Lives		SN[5]	SN[5]
LW10	CIN achieving expected standard KS2 in Reading, Writing and Maths	LAIT		SN[1]	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[1]	Eng
LW12	Attainment 8 for disadvantaged pupils	LAIT	Y	SN[1]	Eng
LW13	Progress 8 for disadvantaged pupils	LAIT	Y	SN[1]	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[2]	SN[2]
AW2	Premature CVD mortality	PHOF		SN[3]	SN[3]
AW3	Flu vaccinations in 65+	PHOF	Y	SN[4]	SN[4]
AW4	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes	NHS Digital (ASCOF)		NW	Eng
AW5	The % of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation	NHS Digital (ASCOF)		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		NW	Eng
AW13	Overall satisfaction of carers with services	NHS Digital (ASCOF)		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)

Bolton	LW1
Calderdale	
Derby	SW1
Dudley	SW2
Kirklees	SW3
Medway	SW4
Rotherham	SW5
Sheffield	SW6
Tameside	SW9
Telford and Wrekin	SW10
Walsall	SW11
	SW12
	SW13
	SW14
	SW15

SN(2)

Bolton	AW1
Bury	
Calderdale	SW16
Derby	SW17
Dudley	
Kirklees	
Oldham	
Plymouth	
Rochdale	
Rotherham	
Stockton-on-Tees	
Stoke-on-Trent	
Tameside	
Telford and Wrekin	
Walsall	
Wigan	

SN(3)

Bolton	AW2
Bury	
Calderdale	
Coventry	
Derby	
Kirklees	
Medway	
Oldham	
Rochdale	
Rotherham	
Salford	
Stockton-on-Tees	
Stoke-on-Trent	
Tameside	
Telford and Wrekin	
Wigan	

SN(4)

Bolton	AW3
Bury	
Calderdale	
Derby	
Dudley	
Kirklees	
Medway	
Oldham	
Plymouth	
Rochdale	
Stockton-on-Tees	
Stoke-on-Trent	
Tameside	
Telford and Wrekin	
Walsall	
Wigan	

SN(5)

Bolton	LW9
Bury	LW10
Calderdale	LW11
Coventry	LW12
Derby	
Kirklees	
Medway	
Oldham	
Plymouth	
Rochdale	
Rotherham	
Stockton-on-Tees	
Stoke-on-Trent	
Tameside	
Telford and Wrekin	
Wigan	

NW

Bolton	AW4
Blackburn (324)	AW5
Blackpool (325)	AW6
Bury (305)	AW7
Cheshire East (326)	AW10
Cheshire West And Chester (327)	AW11
Cumbria (102)	
Halton (321)	LW6
Knowsley (315)	LW7
Lancashire (323)	LW8
Liverpool (316)	
Manchester (306)	
Oldham (307)	
Rochdale (308)	
Salford (309)	
Sefton (317)	
St Helens (318)	
Stockport (310)	
Tameside (311)	
Trafford (312)	
Warrington (322)	
Wigan (313)	
Wirral (319)	