

TITLE	Ofsted – Mapping Ofsted Findings to Key Performance Indicators
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 7 March 2016
WARD	None Specific
STRATEGIC DIRECTOR	Andrew Moulton, Head of Governance and Improvement Services

OUTCOME / BENEFITS TO THE COMMUNITY

Provision of robust performance and management information is essential to ensure that we understand our services well and that the support we provide is resulting in positive outcomes for residents of the Borough. At the same time, reporting on key performance indicators enables Members to exercise their Executive and Overview and Scrutiny roles effectively.

RECOMMENDATION

That the Committee considers and comments on the attached document which maps the findings of the recent Ofsted inspection against the range of key performance indicators reported to Members.

SUMMARY OF REPORT

In October/November 2015 Ofsted carried out an inspection of the Council's services for children in need of help and protection, children looked after and care leavers. The inspection also reviewed the effectiveness of the Local Safeguarding Children Board (LSCB). The Ofsted report was published on 5 January 2016.

The Ofsted report highlighted areas where services provided are producing positive impacts for vulnerable children and areas where improvement is needed to achieve the best possible outcomes. The report's findings were in line with the Council's own self-assessment of services which was informed by a range of performance and quality assurance insight.

At the Overview and Scrutiny Management Committee's meeting on 11 January 2016 Councillor Norman Jorgensen referred to the recently published Ofsted report and asked how the Ofsted findings mapped against the relevant Council performance indicators which were reported to Members, i.e. were the Ofsted findings consistent with the performance reporting submitted to Members.

It was confirmed that the Children's Services Overview and Scrutiny Committee would be considering the Ofsted report in detail at its meeting on 23 February 2016. That Committee was asked to consider Councillor Jorgensen's request in detail. Councillor Helliar-Symons was asked to report back to the Management Committee following the discussions at the Children's Services Overview and Scrutiny Committee.

Background

Following a request from the Management Committee a report was submitted to the Children's Services Overview and Scrutiny Committee on 23 February on the findings of the recent Ofsted inspection and their implications for improving performance management reporting.

An extract from the report is set out below. Annex A to the report (attached) maps the Ofsted findings against existing performance indicators and puts forward new or revised indicators to address the issues raised.

Report to the Children's Services Overview and Scrutiny Committee - Extract

The purpose of this report is to set out the wider context and conversational insight gained from working with Ofsted.

The report of the Ofsted Inspection of Local Authority Children's Services and Review of the LSCB was published in January 2016 and provided recommendations in line with our own very strong self-assessment of service provision and understanding of positive and negative performance, a key requirement of a good leadership and management model.

Our self-assessment was informed by a range of performance and quality assurance information provided at various levels in the organisation mapped in the document provided in **Annex A** against positive aspects and areas for improvement taken from the Ofsted Inspection report. Performance information is presented and considered throughout the Council, with reports to Executive, Lead Member, Corporate Parenting Board, Local Safeguarding Children's Board, Corporate Leadership team, Children's Services Leadership team as well as Children's Overview and Scrutiny. **Annex A** sets out which performance indicators go to which audience, along with the frequency. A variety of different indicators are used at different levels based on what the key priorities for performance are in each forum.

For corporate performance reporting, which informs the main performance reporting for Children's Overview and Scrutiny, KPIs have been established and agreed by Members based on the Council Plan and priorities. Other KPIs are reported to Children's Services Overview and Scrutiny Committee on a regular basis through a set of reports as set out in **Annex A**.

Quality assurance activity complements our KPIs to inform our understanding of quality and the formal routes for reporting on Quality Assurance include Children's Overview and Scrutiny. Our self-assessment process is part of this formal reporting on our performance.

What Ofsted helped us to see was that the system itself is not user friendly and the middle management team needed more support to embed the use of management information and analysis in order to understand how performance and quality assurance information can be used to identify deficits in performance and improve services and

outcomes for children and families.

A refreshed approach to performance management has been developed and is currently being piloted in Services, to be fully embedded from 1st April 2016.

We have established a list of proposed KPIs for 2016/17 with benchmarking information and rationale for target setting. This new proposed KPI set is a key output of the work to refresh the approach to performance management. Performance against indicators selected from this set will be reported at various levels in the organisation as appropriate to support challenge and scrutiny of service provision.

Attachments:

Annex A: Mapping of Ofsted Findings to KPIs Reported at Various Levels in the Authority.

Children’s Services Overview and Scrutiny Committee – Decision

Following consideration of the report and discussion with Judith Ramsden, Director of Children’s Services, the Children’s Services Overview and Scrutiny Committee resolved as follows:

RESOLVED: That the Committee supports the refreshed approach to performance management, informed by Ofsted inspections, and the proposed performance indicators for 2106/17 and requests that this report is sent in full to the Overview and Scrutiny Management Committee.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	NA		
Next Financial Year (Year 2)	NA		
Following Financial Year (Year 3)	NA		

Other financial information relevant to the Recommendation/Decision

NA

Cross-Council Implications

Improvements in performance management reporting for Children's Services may have positive impacts for other service areas.

List of Background Papers

Ofsted Inspection Report – 5 January 2016

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