

Quarter 3 2022/23

Purpose of the report







To provide a strategic overview of the Council's performance for Quarter 3 2022/23.

The following scorecards are enclosed:

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Key to Symbols

Reporting Basis	
Year to Date	Performance accumulated over the year
Rolling Year	Average performance over a 12 month period
Annual	Performance measured once a year
Latest Quarter	Performance this quarter
Snapshot	Performance at a particular point in time
Forecast	Predicted position at the end of the year

Measure Symbols	
	Performance Better than Target
	Performance Worse than Target
	Performance significantly worse than Target
	No information
	Missing Target
	No Value
Bigger is Better	A bigger value for this measure is good
Smaller is Better	A smaller value for this measure is good
Plan is best	Where it is better for performance to be on target rather than above or below

Risk	Impact/Consequence				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Highly Likely (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Remote (1)	1	2	3	4	5

Risk Rating
(calculated by multiplying the Impact with the Likelihood of each risk)

Risk Symbols	
	Risk Value Increasing
	Risk Value Decreasing
	No Change

Level of Risk	Score
Low	1 - 6
Moderate	7 - 12
High	13 - 25

Tackling Climate Change



Climate Change

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Council Carbon Emissions, buildings & transport (exc schools) Tonnes of CO2e	Smaller is Better	Year to Date	2,279.60	4,218.82	6,299.94	1,091.04	1,999.46	2,245.00	★		?
	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Renewable energy generation (kWh) from the Councils Estate (exc schools)	Bigger is Better	Year to Date	31,665,414	48,759,032	65,607,181	17,715,555		32,115,591			n/a

Waste

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Residual household waste per household (Kgs)	Smaller is Better	Forecast	440	440	436	428	420	479	★		?
% of household waste sent for reuse, recycling and composting	Bigger is Better	Forecast	51.5%	51.2%	52.0%	53.3%	52.7%	51.0%	★		?
Net power production (MWhr) by the Gloucestershire Energy From Waste facility	Bigger is Better	Forecast	34,138	33,547	35,227	28,620	33,276	29,100	★		n/a
% of waste diverted from landfill	Bigger is Better	Forecast	97.4%	97.5%	97.6%	97.9%	96.7%	92.8%	★		n/a

Improving Our Roads



Highways

	▲ Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of 2 hour emergency repairs made on time	Bigger is Better	Latest Quarter	99.0%	99.0%	99.0%	99.0%	99.3%	96.0%	★		n/a
% of 24 hour defects repaired on time	Bigger is Better	Latest Quarter	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	★		n/a
% of 28 day defects repaired or made safe in time	Bigger is Better	Latest Quarter	99.0%	99.0%	99.8%	100.0%	100.0%	95.0%	★		n/a
% of structural maintenance programme delivered	Bigger is Better	Latest Quarter	75.0%	86.0%	48.0%	70.0%	82.5%	75.0%	★		n/a

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Number of Winter maintenance runs completed	Smaller is Better	Quarterly	66	117	6	0		105		A gritting 'run' means gritters being deployed from an area (East, West or Central) to carry out winter actions in accordance with the Adverse Weather Policy. This includes the key route network and the secondary network where appropriate. Actuals for Quarter 3 include 96 key route runs and 9 secondary route runs. The period included an extended and very cold period during December including significant snowfall in parts of the county. The same staff resource is used for winter runs and defect repairs.	n/a
Average number of additional days to complete overdue 28 day defect repairs	Smaller is Better	Quarterly	5.17	2.40	1.90	0.00		0.00			n/a

	Good Performance High/Low	Reporting Basis	Dec-18	Dec-19	Dec-20	Dec-21	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Overall resident satisfaction with Highways network	Bigger is Better	Annual	51.0%	52.0%	52.0%	50.0%	48.0%	49.0%	●	There is a downward trend across all Authorities, especially in the 2 years post Covid. We are still performing in the middle of our Peer Group comparators (lowest 46%, highest 53%). It is a difficult measure to forecast as sample size is small and individual input may be localised rather than reflective of work and progress being made across the whole of the County's road network	n/a

	Good Performance High/Low	Reporting Basis	Mar-18	Mar-19	Mar-20	Mar-21	Actual Mar-22	Target Mar-22		Comments	Comparator Group
% of principal roads where maintenance should be considered	Smaller is Better	Annual	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	★		
% of the Non-principal classified roads where maintenance should be considered	Smaller is Better	Annual	5.0%	6.0%	5.0%	4.0%	5.0%	5.0%	★		
% of unclassified roads where maintenance should be considered	Smaller is Better	Annual	13%	13%	12%	12%	13%	13%	★		

Flooding

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% delivery of the annual gully emptying programme (as published on the website)	Bigger is Better	Latest Quarter	83.0%	100.0%	34.0%	65.2%	85.8%	75.0%	★		n/a

Road Safety

	Good Performance High/Low	Reporting Basis	Actual Jul - Sep 21	Actual Oct - Dec 21	Actual Jan - Mar 22	Actual Apr - Jun 22	Actual Jul - Sep 22	Forecast Jul - Sep 22		Comments Jul - Sep 22	Comparator Group
Number of killed and seriously injured people	Smaller is Better	Calendar Year to Date	238	327	94	175	272	238	▲	KSI casualties remain above the pre-pandemic level, highlighting the need to implement our new Road Safety Policy. The new Road Safety Partnership was launched in December, the Community Speedwatch programme is being implemented and a new Traffic Team established. We will analyse these serious and fatal casualties to identify where the increases have occurred, in order to develop schemes, education and enforcement.	n/a

Sustainable Growth



Connectivity

	▲ Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of premises with next generation broadband access (NGA) Superfast	Bigger is Better	Latest Quarter	96.5%	96.6%	96.8%	96.9%	97.1%	99.0%	●	Continued progress towards the target is being made.	n/a
% Gigabit (DOCSIS 3.1 or FTTP) Broadband coverage	Bigger is Better	Latest Quarter			60.3%	62.6%	65.1%	64.0%	★		

Growth Hubs

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Number of light-touch business interactions supported by the Growth Hubs	Bigger is Better	Latest Quarter	65	65	59	40	64	100	▲	Reduced capacity to promote the Growth Hubs currently	n/a

Levelling Up Our Communities



Addressing Public Health Inequalities

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
Proportion of all Opiate Users in treatment, who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	3.8%	4.1%	4.3%	4.3%	5.0%	6.3%	▲	The Q2 performance is 5.0% (66/1,314), which is slight increase from the previous quarter. Projecting forward by 6 months we are anticipating that this performance will drop slightly to around 4.7%. There are multiple reasons for this low performance including the halt on discharges and enhanced risk-management brought about by the pandemic which still affects this metric. It would require 23 further completions to bring this into the LA family comparator top quartile.	5.7%
Proportion of all Non-Opiate Users in treatment, not representing 6 months after completion	Bigger is Better	Quarter in Arrears	18.3%	20.3%	23.7%	26.4%	28.4%	33.2%	▲	The Q2 performance is 28.4% (203/704), this is an increase from last quarter. Projecting forward 6 months from this point we are anticipating that the performance will continue to increase, but more slowly to around 29%. There are multiple reasons for this low performance including the halt on discharges and enhanced risk-management brought about by the pandemic which still affects this metric. 61 further completions would be required to bring this to LA family comparator top quartile.	33.2%
Proportion of adult alcohol misusers who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	23.3%	26.7%	29.5%	35.6%	37.6%	35.0%	★	The Q2 performance is 37.6% (311/827), this is an increase from the last quarter. Projecting forward 6 months we are anticipating that the performance will drop slightly but remain above target, to around 37%. 25 further completions would be required to bring this to LA family comparator top quartile.	36.9%
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Quarter in Arrears	80.0%	67.0%	80.0%	66.0%	90.0%	70.0%	★	The target for this indicator is 70%. The service continues to perform well with 90% of pregnant women achieving a 4-week quit in Q2. This is higher than the Q1 figure (66%) and significantly higher than the latest national data (21/22) figure of 46%.	n/a
% of HLS customers that achieve a significant risk factor improvement	Bigger is Better	Quarter in Arrears	62.0%	67.3%	68.4%	71.0%	71.4%	65.0%	★	The numbers achieving an improvement was 1040/1457 compared to 1168/1644 Q1. The percentage achieving improvement is the same as Q1 at 71%, and higher than the target of 65%. In Q2 the service saw a decrease in numbers of people accessing support across all lifestyles provision except for smoking. The numbers achieving an improvement was 1040/1457 compared to 1168/1644 Q1. The percentage achieving improvement is the same as Q1 at 71%, and higher than the target of 65%. In Q2 the service saw a decrease in numbers of people accessing support across all lifestyles provision except for smoking.	n/a

	Good Performance High/Low	Reporting Basis	Sep-18	Sep-19	Sep-20	Sep-21	Actual Sep-22	Comments	Comparator Group
% Reception Children with obesity (including severe obesity)	Smaller is Better	Academic Year	9.8%	9.1%	10.0%	13.6%	8.7%	The 2021/22 school year NCMP data was the first full year of data collection since the start of the Covid-19 pandemic. We previously reported a significant increase in levels of obesity and severe obesity in 2020/21 compared to pre-pandemic levels. The 2021/22 data indicate that rates have now decreased, compared to last year. Obesity levels among Reception age children in Gloucestershire have reverted to pre-pandemic levels according to the 2021/22 data (8.7%)	n/a
% Year 6 Children with obesity (including severe obesity)	Smaller is Better	Academic Year	16.3%	18.3%	18.4%	21.6%	20.7%	The 2021/22 school year NCMP data was the first full year of data collection since the start of the Covid-19 pandemic. We previously reported a significant increase in levels of obesity and severe obesity in 2020/21 compared to pre-pandemic levels. The 2021/22 data indicate that rates have now decreased, compared to last year. Obesity levels among Year 6 children in Gloucestershire remain significantly above pre-pandemic levels in 2021/22 data (20.7%)	n/a
Reception: Inequality in the prevalence of obesity (including severe obesity)	Smaller is Better	Academic Year	7.4%	6.8%	5.3%	8.5%	?	OHID has removed this indicator from its published dataset Public Health and Communities officers will update our local obesity inequalities report by March 2023. The place where a child lives continues to impact on their weight status. In England 31.3% of children living in the most deprived neighbourhoods have obesity compared to 13.5% in the least deprived.	n/a
Year 6: Inequality in the prevalence of obesity (including severe obesity)	Smaller is Better	Academic Year	12.2%	16.7%	18.0%	16.3%	?	OHID has removed this indicator from its published dataset Public Health and Communities officers will update our local obesity inequalities report by March 2023. The place where a child lives continues to impact on their weight status. In England 31.3% of children living in the most deprived neighbourhoods have obesity compared to 13.5% in the least deprived.	n/a

	Good Performance High/Low	Reporting Basis	Dec-18	Dec-19	Dec-20	Dec-21	Actual Dec-22	Target Dec-22	Comments	Comparator Group
Suicide rate per 100,000 Population	Smaller is Better	3-Year Average	10.4	10.2	11.0	11.3	11.3	11.4	★ The suicide rate in Gloucestershire for the three year period 2019-2021 is 11.3 per 100,000 of the population. This is a very slight increase from the rate in the previous three year period (11.0 in 2018-20); however the Gloucestershire rate remains in line with the national and regional rate for suicide deaths. The number of suicide deaths in 2021 registered also remains in line with the average number of deaths per year from suicide over the last 10 years in Gloucestershire. The Gloucestershire Suicide Prevention Partnership continues to monitor deaths from suicide in the county as part of the ongoing delivery of the countywide suicide prevention strategy and action plan.	11.4

Transforming Children's Services

Children's Social Care



Quality Assurance

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of audits judged as good or better	Bigger is Better	Latest Quarter	31.0%	37.0%	40.0%	34.0%	47.0%	50.0%	▲ Performance was at a 12-month best in quarter 3. In-month, case audits rated Good or Better met target in November, with performance increasing to 58% in December.	n/a
% of Children open to Social Care with 2 or fewer Social Workers in 6 months	Bigger is Better	Snapshot	84.4%	84.2%	85.9%	86.5%	85.1%	90.0%	▲ While performance is fractionally below tolerance of target at the end of quarter 3, performance is steady considering the significant churn that some locality teams have experienced in recent months.	n/a

Contact Activity

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of referrals to Social Care that are re-referrals within 12 months	Smaller is Better	Latest Quarter	23.8%	25.5%	24.3%	26.2%	26.9%	21.5%	▲ Re-referrals have followed a small increasing trend over the last year, up from 23.8% in Quarter 3 2021/22 to 26.9% in Quarter 3 2022/23 (574 children to 615 children).	20.1%
% of Initial Decisions made within 24 hours for all contacts	Bigger is Better	Latest Quarter	71.9%	70.6%	67.1%	68.1%	71.5%	90.0%	▲ Timeliness of initial decisions following contact improved slightly for the second quarter (71.5% up from 67.1% in Quarter 1). Timeliness of end-to-end decision making also saw improvement over the last two quarters (70.8% up from 67.9%). Both measures remain significantly worse than target (90%). Contact demand reduced from around 8,700 in Quarter 2 to just under 8,500 contacts in Quarter 3. However, demand remains high compared to Quarter 2 2020/21 when timeliness of decision making was 92.4% and incoming demand was around 6,700 contacts. Decision making for contacts rated as Red (risk to the child is evident and a 4 hr decision is required) was better than target for the second quarter.	n/a
% Initial visits in time	Bigger is Better	Latest Quarter	75.3%	71.1%	72.8%	68.5%	66.9%	85.0%	▲ Timeliness of initial visits declined in Quarter 3, with two-thirds of children seen following referral within timescale. Quarterly performance has followed a declining trend, down from 88% in March 2020 and is at a 3-year low. Performance across all localities was worse than target, with timeliness ranging from 46% to 76%.	n/a

Children in Need of Help & Protection

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of Children in Need who have been on a plan for 12 months or more	Smaller is Better	Snapshot	3.8%	4.2%	4.2%	4.8%	6.5%	5.0%	▲	The proportion of children in need with a plan for more than 12 months has followed an increasing trend, up from 3.8% at the end of Quarter 3 2021 (89 children) to 6.5% (145 children) at the end of December 2022. The reasons for this will be explored at locality performance meetings to ensure that progress is being made for these children.	n/a
% of Single Assessments completed within 45 working days	Bigger is Better	Latest Quarter	79.6%	77.4%	80.4%	81.0%	73.6%	90.0%	▲	Assessment timeliness declined in Quarter 3 and was at a 12-month low (73.6%). This remains worse than target (90%) and the peer group average (82.4%). At a locality level, there is a significant disparity in performance, ranging from 42% to 84%.	82.4%
% of Children becoming the subject of a Child Protection Plan for a second or subsequent time	Smaller is Better	Latest Quarter	27.3%	29.5%	23.2%	42.0%	20.5%	23.5%	★	Performance has been better than target for two of three quarters this financial year. CP Chairs are applying increased rigour to determine the appropriate level at which progress and risk can be managed.	25.3%
% of Children subject to Child Protection Plans lasting 2 years or more	Smaller is Better	Snapshot	2.4%	3.3%	3.4%	3.1%	1.3%	2.0%	★	This relates to 8 children. This is the lowest number of children on plans for a protracted period since September 2018. Pre-proceedings are underway for all but one child.	1.6%

Children in Care

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of Children who are fostered who are placed with the in-house fostering service	Bigger is Better	Snapshot	64.0%	68.0%	66.0%	66.0%	67.0%	70.0%	●		n/a
% of Children in Care for more than 2.5 years in the same placement for at least 2 years	Bigger is Better	Snapshot	65.6%	65.9%	64.0%	63.0%	62.3%	68.0%	▲	Ongoing declining trend from 69.3% at the end of March 2021 to a two year low of 62.3% at the end of December 2022. Dip sample of cases to be undertaken to support practice learning.	71.1%
% Children in Care (CIC) reviewed in timescales	Bigger is Better	Latest Quarter	97.4%	97.4%	94.5%	96.0%	96.0%	100.0%	●		n/a
% of Children in Care with 3 or more placements in the last 12 months	Smaller is Better	Snapshot	13.2%	12.5%	12.3%	14.1%	13.8%	12.0%	▲		9.7%
% Children in Care persistently absent	Smaller is Better	Snapshot	22.5%	23.9%	24.5%	16.4%	24.8%	5.0%	▲		31.6%
% of children who have been admitted to care within 12 months of previously being in care	Smaller is Better	Latest Quarter	7.8%	10.3%	13.6%	4.8%	6.1%	7.0%	★		11.4%

Care Experienced Young People

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of Young People aged 19-21 who were looked after aged 16 who were in suitable accommodation	Bigger is Better	Snapshot	90.4%	93.8%	94.0%	90.7%	91.9%	95.0%	●	Performance for our care experienced adults (all ages) improved for the first time in three quarters (89%). However, the proportion of care experienced adults considered to live in suitable accommodation remains lower than March 2022 (93%). Performance is highest for our 19-21 year olds. For our 16-18 and Over 21 year olds, a lower proportion of people are considered to live in suitable accommodation (86% and 84% respectively).	86.1%
% of Young People aged 19-21 who were looked after aged 16 who were not in employment, education or training	Smaller is Better	Snapshot	44.9%	45.1%	43.3%	45.0%	43.6%	25.0%	▲		47.1%

Transforming Children's Services

Education



Education

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Number of Suspensions (All Pupils)	Smaller is Better	Quarterly	1,459	1,603	1,423	800	1,621	1,696	★		n/a
Number of pupils permanently excluded (all pupils)	Smaller is Better	Latest Quarter	35	40	21	9	33	42	★		n/a
% of pupils attending good or outstanding Secondary Schools	Bigger is Better	Snapshot	85.0%	91.0%	93.0%	94.4%	94.4%	85.0%	★		n/a
% of pupils attending good or outstanding Primary Schools	Bigger is Better	Snapshot	87.0%	86.0%	87.0%	87.8%	88.6%	88.0%	★		n/a
% of good or outstanding Early Years Settings	Bigger is Better	Snapshot	90.9%	91.1%	90.4%	90.5%	90.9%	92.0%	●		n/a
	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22		Comments	Comparator Group	
% of pupils Persistently absent	Smaller is Better	Latest Quarter		21.0%					The latest published data is for Autumn & Spring term 2021/22. All schools are expected to sign up to the DfE data sharing system by September 2023. Currently about 80% of schools are sending pupil attendance data daily via school management information systems, consequently this measure will be reported from Q3 2023/24 when all schools have signed up.	n/a	
Rate per 1,000 of children with an Education Health and Care Plan	Plan is Best	Latest Quarter	27.6	28.0	29.2	30.3	30.0				
	Good Performance High/Low	Reporting Basis	Academic Year Ending 2018	Academic Year Ending 2019	Academic Year Ending 2020	Academic Year Ending 2021	Academic Year Ending 2022		Comments	Comparator Group	
% of pupils achieving grades 9-5 in English and Maths	Bigger is Better	Academic Year	47.3%	47.8%	54.9%	57.3%	55.8%				

Transforming Adult Social Care Delivery



Contact Activity

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of all ASC Contacts with a decision within 1 working day	Bigger is Better	Latest Quarter	96.6%	93.8%	92.0%	92.4%	94.0%	95.0%	<ul style="list-style-type: none"> Overall 94% of Contacts had a decision within 1 working day. This can be broken down as follows: <ul style="list-style-type: none"> 95.7% of contacts received by the Customer Services Centre had a decision within 1 working day. 91.0% of all other contacts had a decision within 1 working day. 	n/a
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	35.4%	39.9%	37.4%	37.0%	36.1%	33.0%	★	n/a

Assessments, Brokerage and Review

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of Service Users who have had a review/ re-assessment of their needs within the last 12 months	Bigger is Better	Snapshot	42.0%	50.7%	42.4%	44.8%	48.6%	60.0%	▲	n/a
Average number of weeks people have been awaiting Brokerage	Smaller is Better	Snapshot			4.8	4.0		3.1		n/a
% of FAB Assessments Open after 60 working days (as a proportion of all Open Assessments)	Smaller is Better	Latest Quarter			70.4%	71.1%		76.1%		n/a
% of FAB Assessments taking more than 19 working days to close (as a proportion of all closed Assessments)	Smaller is Better	Latest Quarter			87.4%	88.2%		89.1%		n/a

Hospital Discharge and Reablement

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	91.3%	89.4%	90.0%	90.2%	85.8%	85.0%	★	81.0%
Delayed transfers of care from hospital due to Adult Social Care per 100,000 population	Smaller is Better	Rolling Year						3.50	DTOC measures were suspended on 1st March 2020 There is no data available at present.	

Adult Safeguarding

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of Section 42 enquiries this quarter where the risk was reduced or removed	Bigger is Better	Latest Quarter	87.3%	81.8%	81.7%	82.6%	83.1%	85.0%	●	90.3%
% of S42 Enquiries open for more than 26 weeks	Smaller is Better	Latest Quarter	26.2%	24.2%	17.7%	20.1%	16.9%	25.0%	★	n/a

Transforming Adult Social Care Commissioning

Quality Assurance

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of GCC Commissioned Providers judged to be Good or Outstanding by CQC	Bigger is Better	Latest Quarter	92.6%	91.2%	91.3%	90.2%	88.1%	90.0%	●	Latest data from CQC (in relationship to 235 Social Care providers) indicates: <ul style="list-style-type: none"> 207 providers are rated as Good or Outstanding - down from 212 at Quarter 2 2022/23 28 providers are rated as Requires Improvement - up from 23 at Quarter 1 2022/23 There are no providers rated Inadequate - unchanged from Quarter 2 2022/23 	n/a

Assessments

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Average waiting time for a Carers Care Act Compliant Assessment (in working days)	Smaller is Better	Snapshot	17.0	17.0	6.0	6.0	18.0	30.0	★		n/a

Long Term Care

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	14.8	15.6	13.7	5.8	6.6	13.0	★	There were 25 permanent admissions in the year to 31 December 2022. Admission rates for the previous 4 quarters have been refreshed to reflect 2021 mid-year population estimates and delays in data entry.	13.0
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	266.3	247.9	234.4	242.9	235.1	496.1	★	There were 331 permanent admissions in the year to 31 December 2022. Admission rates for the previous 4 quarters have been refreshed to reflect 2021 mid-year population estimates and delays in data entry.	496.1

Mental Health

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of referrals for an AMHP assessment that led to support or protection being put in place	Bigger is Better	Latest Quarter	60.5%	57.4%	62.2%	62.1%	69.1%	60.0%	★	There were 307 AMHP Assessments completed in the Quarter (down by 12.5% from Quarter 2). The outcome from 212 Assessments (69.1%) was detention or other support being put in place.	n/a
% of Adults receiving secondary Mental Health services in settled accommodation	Bigger is Better	Snapshot	89.0%	89.0%	89.0%	88.0%	87.0%	85.0%	★	Latest figure as at November 2022. This is a local figure (recorded as settled) as supplied by GHC. The comparator group figure relates to ASCOF Indicator 1H (assessment of whether the assessment is in settled accommodation is within the last 12 months) where Gloucestershire's outturn was 22%. Changes made nationally to accommodation criteria mean that it is not possible to match previous recording to new criteria. This has impacted performance against ASCOF 1H nationally.	27.5%

Learning Disability

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Snapshot	78.6%	78.6%	78.6%	78.6%	34.4%	72.0%	▲ Figures used are the published ASCOF figures. Data quality issues have been identified within the 2021/22 statutory return whereby not all LD clients had their Short and Long Term (SAL)T category populated. There are actions in place to address this before the end of the current financial year – the statistics can be run locally and the current outturn (mid January 2023) is 63%	72.0%
Total number of people in Employment with a Disability (or work limiting health condition) supported by GCC Forward Services	Bigger is Better	Latest Quarter			547	558	632	575	★ This includes 54 people who are known to Social Services	n/a
	Good Performance High/Low	Reporting Basis	Mar-18	Mar-19	Mar-20	Mar-21	Actual Mar-22		Comments	Comparator Group
% of Adults with Learning Disabilities in Employment	Bigger is Better	Annual	6.4%	3.1%	0.8%	2.7%	5.3%		Locally benchmarked in line with ASCOF definition – includes 30 individuals who were undertaking voluntary or unpaid work as at 31 March 2022	5.0%

Transforming Gloucestershire Fire and Rescue Service



Response

	▲ Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
Average Response times to dwelling fires	Smaller is Better	Latest Quarter	7.03	9.14	9.17	9.17	9.55	9.00	▲ The average response time was higher in December (11 minutes 6 seconds) compared to October and November (9 minutes 4 seconds and 9 minutes 2 seconds). This can be attributed to higher numbers of dwelling fires in December (45, compared to 25 in October and 32 in November) and to delays in responding due to poor weather in December impacting On-Call turnout time, traffic due to road closures and staffing issues.	8.54

Prevention

	▲ Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	78.4%	79.0%	80.0%	82.0%	86.2%	75.0%	★ This is the result of effective campaign and information sharing work with the Safeguarding Adults Board and Fire Safety Sub-Group, which has raised awareness of the people most at risk of fire and improved the targeting of requests for safe and well.	69.0%
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	0.89	0.89	0.94	0.93	0.87	2.35	▲ Performance continues to be significantly below target and comparable group. 559 visits were completed.	1.30
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	74	60	68	73	70	55	▲ There has been a slight decrease in accidental dwelling fires this quarter, down 4% from Quarter 2 and 1% compared with the same period last year. Data provided by ORH has identified areas of the county most at risk of dwelling fires and this will enable the team to target campaigns to the areas which need it most.	n/a

Protection

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of 7.2d premises within required frequency	Bigger is Better	Latest Quarter	68.8%	88.9%	93.0%	75.0%	82.0%	100.0%	▲ Of the premises receiving a 7.2 d inspection in Quarter 3, 82% of inspections were reported as being within required frequency, an improvement compared to the previous quarter (75%). Performance remains worse than target	n/a
% of Annual Risk Based Inspection Plan Programme of work completed within timeframes	Bigger is Better	Latest Quarter	?	?	19.0%	45.0%	64.0%	75.0%	▲ Annually GFRS have a Risk Based Inspection Programme (RBIP) which incorporates the highest risk premises identified through their risk profile work. 1196 premises (figure amended from 1,452 in Quarter 2) require inspection during 2022/23. Performance remains worse than target, with 768 premises inspected so far since April 2022	n/a

Delivering Our Ambitions



Performance

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of Council Strategy indicators that are on or ahead of target.	Bigger is Better	Latest Quarter	59.2%	60.0%	58.1%	59.7%	64.9%	65.0%	●		n/a

Workforce

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Days lost to Sickness per FTE (excluding Schools and GFRS)	Smaller is Better	Latest Quarter	2.55	2.36	1.93	2.20	2.12	1.80	▲	Q3 22/23 GCC (excluding schools and GFRS) overall sickness is 2.12 per FTE, lower than last quarter, lower than the same quarter last year.	n/a
Turnover of all children's social workers and senior practitioners	Smaller is Better	Rolling Year	22.9%	24.8%	26.2%	24.7%	24.0%	22.0%	▲	Q3 22/23: 12m Turnover % (for frontline CSW (ASYE, SW, SSW) is 24.02%. 55 leavers during the 12 month period. Turnover % remains similar, but marginally lower, than to the 12 months to last quarter (24.66%).	n/a
% of appraisals completed	Bigger is Better	Latest Quarter	46.7%	48.4%	11.9%	34.3%	62.6%	85.0%	▲	Performance in Quarter 3 includes information captured across both Fire Service and Corporate systems and therefore accurately reflects the proportion of staff who have had an appraisal discussion during 2022/23.	n/a

	Good Performance High/Low	Reporting Basis	Dec-17	Dec-18	Dec-19	Dec-20	Actual Dec-21	Target Dec-21		Comments	Comparator Group
Employee Engagement Index	Bigger is Better	Annual		93.4%	94.4%	96.3%	94.2%	95.0%	●		n/a

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Comments	Comparator Group
GCC Turnover (staff leaving as a % of all staff)	Smaller is Better	Rolling Year	12.1%	13.3%	13.9%	14.0%	13.9%	Q3 22/23 GCC (excluding schools and GFRS) 12 month staff turnover = 13.89, marginally lower than last quarter (14.01%), higher than the same point last year (12.08%)	n/a
Turnover of all adults social workers and senior practitioners	Smaller is Better	Rolling Year	15.3%	15.5%	15.4%	17.2%	22.6%	Q3 22/23: ASW frontline (ASYE, SW, SSW) 12 month turnover rate = 22.58%. 14 leavers in 12 months. Turnover rate is higher than the 12 months to last quarter (17.24%), and the highest rate in more than 12 months.	n/a
Days lost to sickness/absence per FTE - Rolling Year	Smaller is Better	Rolling Year	7.91	8.93	9.35	9.40	9.07		7.38

Corporate Governance

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Number of reportable security incidents	Smaller is Better	Latest Quarter	1	0	2	1	0	14	★		n/a
Number of information decision notices upholding the requestors position	Smaller is Better		0	0	0	0	0	2	★	There have been no formal decision notices received this quarter that uphold the requesters position. During this quarter there were 3 ICO complaints received. 2 in relation to late FOI responses and 1 in relation to a late response to an FOI internal review	n/a
% of FOI/EIR requests responded to on time	Bigger is Better	Latest Quarter	81.0%	83.0%	82.0%	85.0%	90.0%	90.0%	★		n/a
% of SAR requests responded to on time	Bigger is Better	Latest Quarter	50.0%	44.0%	44.0%	64.0%	69.0%	90.0%	▲		n/a

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
Number of Cases Upheld by Local Government Ombudsman	Smaller is Better	Latest Quarter	4	5	2	4	2	2	★		n/a
Number of RIDDOR reportable incidents	Smaller is Better	Latest Quarter	0	3	1	1	0	5	★		n/a
Audit recommendations outstanding beyond target date	Smaller is Better	Latest Quarter	1	8	5	7	9	0	▲		n/a

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
Total number of ICT Priority 1 incidents raised per quarter	Smaller is Better	Latest Quarter	10	17	5	6	3	3	<p>Number of Priority 1 incidents has reduced and has returned to target levels, reflecting the ongoing improvement in the stability of ICT services. All three incidents related to third party services including two services owned outside of DICT.</p> <p>Oct-22 25/10 - The search programme within the Liquidlogic Children's System application was consuming too much memory, which caused the primary application server to become unavailable. This was resolved by the vendor and no root cause details were provided.</p> <p>Nov-22 07/11 - People's Network PCs unable to connect to network. Confirmed by Libraries as caused by a password expiry change they implemented which was not reflected in the library computer system software by their third party, Lorensbergs.</p> <p>Dec-22 20/12 - ServiceNow (IT Service Management system) was unavailable due to a planned change to update security certificates, overrunning the change window. Reports of degradation to Egress and SAP Concur applications were received, but user impact was very limited.</p>	n/a