

## Appendix 2: Children's Services Priorities and Performance Measures

- Create the environment for effective partnership working
- Deliver the Children and Young People's Plan (CYPP) with the aim of creating a Child Friendly City
- Put in place a joined-up children's directorate
- Build a strong relationship with schools which delivers improved outcomes and develops their role in their local area
- Develop a high performing and skilled workforce

Performance Measure	Baseline (2010-11 year end result unless otherwise )	Result	Target
		2011/12	2012/13
Maintain percentage of children's homes that are rated good or better by Ofsted <sup>1</sup>	62%	55%	100% by 2015
Increase percentage of council children's centres that are rated good or better by Ofsted <sup>2</sup>	83% (From Sep 2010 to March 2011)	82%	82%
Increase percentage of pupil referral units rated good or better by Ofsted	75%	67%	100%
Maintain percentage of initial assessments carried out by social care within timescale	79.9%	81.5%	80%
Maintain percentage of in-depth (or core) assessments carried out by social care within timescale	86.2%	89.2%	85%
Increase percentage of children in care with a qualified social worker	99.4%	99.0%	100%
Maintain percentage of children and young people with a child protection plan who are allocated to a qualified social worker	100%	100%	100%
Complete restructure of children's services	N/A	Tiers 1-4 in place	New structures at tier 5 in place by June 2012

<sup>1</sup> Ofsted is the Office for Standards in Education, Children's Service and Skills and is the national inspection body for schools and children's service

<sup>2</sup> Framework only introduced in September 2010 and as at the end of 2011/12 approx one third of Children's Centres have been inspected

Performance Measure	Baseline (2010-11 year end result unless otherwise )	Result	Target
		2011/12	2012/13
Increase percentage of complaints resolved within 20 days	None - new indicator & performance standard from Apr 11	79.1%	83%
Maintain percentage of complaints resolved by the initial investigation	None - new indicator & performance standard from Apr 11	95%	95%