

Appendix A

Performance House exception reporting – deteriorating performance, Quarter 4 2011/12

The table below shows where focus may be required or is already planned for indicators where there is deteriorating performance. A summary of recent performance and action being taken in directorates or through partnership boards to address these is included.

Indicator	Performance	Analysis
1. Percentage of care leavers in employment, education or training (EET)	40.4% (2011/12) is lower than the previous years - 49.0% in (2010/11) and 48.7% (2009/10)	This indicator is concerned with relatively small numbers of people. At the end of 2011/12, 19 of 47 care leavers were in EET (40.4%). The NEET Panel, comprising of Connexions and representatives from the Apprentice Scheme and other organisations, meet bimonthly to discuss each care leaver who is NEET with the aim of identifying suitable targeted options.
16c. Serious Youth Violence per 1,000 population	1.3 (2011/12) compared to 1.14 in 2010/11 (London average in 2011/12 was 0.85 and North East London 1.10)	Priority for Community Safety Partnership's Serious Youth Violence Partnership Group – activity includes developing exit strategies for gang members. Violent crime has reduced overall.
22. The number of adult safeguarding alerts progressed to referral	A reduction from 73% in 2010/11 to 37.4% in 2011/12	Reasons why an alert may not proceed to investigation include that it is a broader quality concern about a provider (dealt with by commissioning) or that it is a social work practice issue, where in either case it may be decided that other routes can proportionately resolve the issue. It may also be that the individual does not wish for safeguarding to be invoked or that, on review, the individual does not meet the threshold for an adult at risk. As practice develops, there will be changing patterns of referral. We are improving our understanding and data about what is happening at each stage of the safeguarding process, and a new Quality Assurance process is being developed by the Performance Sub-Group of the Safeguarding Adults Board.
40. The percentage of adults with a learning disability in paid employment	4.77% in 2010/11 reduced to 4.17% in 2011/12 (compared to London 9.30%)	The figures relate to low numbers of people and therefore small changes affect the percentage greatly. The service has commissioned a provider to ensure people access employment and they have supported a range of people into employment.
53. Number of new disciplinarys	68 in 2011/12 compared to 53 in 2010/11	Although there has been an increase of 15 new disciplinarys in one year, a review of the cases does not indicate that there are any underlying trends – either in specific departments, or for particular misconduct reasons. The Employee Relations Team will however continue to monitor this.

Indicator	Performance	Analysis
54. I would recommend the council as a good employer (Agree)	A decline year on year to 44.5% (Feb 2012) from 53% (Dec 2011)	The decline appears to relate to the current financial climate and is not unexpected. There has been a decrease in the number of people who disagree – to one of the lowest levels at 15.6% (from 24% in April 2011). Focus groups have been held with staff to discuss where there are low or declining satisfaction rates. We are addressing these issues through the revised People Strategy. We will continue to monitor recent and new developments such as the new staff magazine – “Feedback” and the Staff Awards Celebration Event which will be held early Autumn. Other activities are planned including a Staff Charter and we have just recently agreed a new Learning and Development Plan.