

SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 16th July 2012

CONTACT OFFICER: Kevin Gordon, Assistant Director Professional Services
(For all enquiries) (01753 875213)

WARD(S): All

PORTFOLIO: Councillor R Anderson, Leader of the Council and Commissioner for Finance and Strategy, and
Councillor S A Chaudhry, Commissioner for Performance & Accountability.

PART I **FOR COMMENT AND CONSIDERATION**

PROJECT, PERFORMANCE AND FINANCIAL REPORTING FOR 2012/13

1. Purpose of Report

This report highlights the Council's overall performance from delivery of service to financial management covering the period up to and including May 2012 against the following key areas:

- i. Council's Gold Projects covering the period to 31st May 2012.
- ii. Performance Scorecard covering the period to 31st May 2012 (+Appendix A).

2. Recommendation(s) / Proposed Action

The Cabinet are requested to note and comment on the following aspects of the report:

- i. Project management
 - Note the current reported status of each Gold Project.
- ii. Performance Scorecard
 - Note the performance issues identified and highlighted.
- iii. Financial performance – revenue and capital
 - Note that a financial monitor report is not available. The First quarter monitor will be sent to members in July/August.

3. Key Priorities – Taking Pride in Slough and Making a Difference to Communities

The budget is the financial plan of the authority and as such underpins the delivery of the Council's key priorities through the financial year.

Budget monitoring throughout the financial year reflects on whether those priorities are being met and, if not, the reasons why, so Members can make informed decisions to ensure the Council remains within its available resources.

4. Community Strategy Priorities

This report indirectly supports all of the community strategy priorities. The maintenance of excellent governance within the council to ensure it is efficient, effective and economic in everything it does is achieved through the improvement of corporate governance and democracy and by ensuring good people and management practices are in place.

5. Other Implications

(a) Financial

These are contained within the body of the report.

(b) Risk Management

These are contained within the body of the report.

Supporting Information

6. Gold Project Update

The summary below provides an update on the Council's Gold Projects as at 31st May 2012. Individual project progress reports have been made by Project leads, with endorsement from the Project Sponsor, and are provided from page 4 onwards.

Please note that the highlight reports are submitted using a standardised format requested by the Chief Executive. The intention of this format was to ensure that the really pertinent points are drawn to attention, particularly any recommendations or requests that require supportive action to enable project delivery. Submitted Highlight reports have been notably shortened and condensed this month.

Monthly Period Summary

- This report covers nine Gold Projects in total, of which highlight reports have been received for each.
- Eight of the nine project Highlight reports received have been agreed and authorised by the Project Sponsors. Public Health Transition remains in draft format without formal approval been given due to the Project Sponsor unavailable as on leave.
- Of the nine submitted Highlight reports, five have been assessed to have an overall status of 'Green' and four as 'Amber'. For '*Issues and Risks*' four projects have been evaluated at 'Green' status, four at 'Amber' and one at 'Red/Amber'. For '*Timeline*' six have been evaluated at 'Green' status, three at 'Amber'. All projects are rated as 'Green' on budget. Details are provided in the table beneath.

Project Manager / Sponsor assessed status of Gold Projects as at 31st May 2012

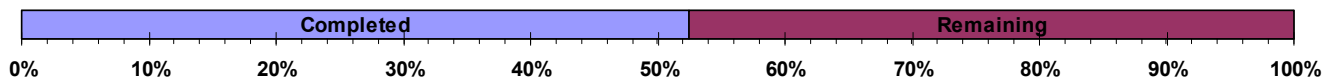
	Gold Project Name	Timeline	Budget	Issues + Risks	Overall status	Sponsor authorisation status	Pages on this report
1	Britwell Regeneration	Amber	Green	Green	GREEN	Approved	4
2	Business Continuity	Amber	Green	Green	AMBER	Approved	5
3	Customer Focus Programme	Green	Green	Amber	GREEN	Approved	6
4	Delivering Personalised Services Programme	Green	Green	Amber	GREEN	Approved	7
5	Family Placement Service	Green	Green	Green	GREEN	Approved	8-12 (includes Appendices 1, 2 & 3)
6	Public Health Transition Programme	Green	Green	Red/ AMBER	AMBER	<i>Draft</i>	13
7	Safeguarding Improvement Plan	Amber	Green	Amber	AMBER	Approved	14-16
8	School Places in Slough	Green	Green	Amber	AMBER	Approved	17-18
9	Slough Local Asset Backed Vehicle ('LABV')	Green	Green	Green	GREEN	Approved	19

Britwell Regeneration			Project SPONSOR	John Rice	
Wards affected: Britwell& Haymill			Project MANAGER	Jeff Owen	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	AMBER	GREEN	GREEN	GREEN	06/06/2012
<i>Previous month</i>	AMBER	GREEN	GREEN	GREEN	03/05/2012
Project start date:	01/03/2011		Anticipated end date:	31/03/2018	
<p>A horizontal progress bar with a scale from 0% to 100% in 10% increments. The first 15% of the bar is shaded blue and labeled 'Completed'. The remaining 85% is shaded maroon and labeled 'Remaining'.</p>					
Has this highlight report been agreed and authorised by the Project Sponsor? Yes <input checked="" type="checkbox"/> No (draft) <input type="checkbox"/>					
Key activities completed / milestones achieved in this period:					
<ol style="list-style-type: none"> 1. Britwell Hub – Work commenced on site 27/02/12, detailed design and site preparation works progressing. 2. Regeneration Tender – Cabinet decision to appoint Countryside Properties as the preferred Bidder on 14/04/12. Discussions on the contractual relationship and preparations for submitting the planning application (later in 2012) progressed well and preferred bidder agreement waiting final sign-off. 3. Only 1 housing tenant left in Wentworth Flats with 3 in the Bridge. Contingency plans activated to safeguard the remaining tenants and protect the property from vandalism and theft. 4. One commercial tenant relocated. Work continuing to commence relocating three commercial tenants beneath Wentworth Flats to facilitate demolition by September 2012. 5. Planning and highways advice has determined that the Furniture Project to relocate into modular buildings at the r/o the Wentworth Shops is not viable for the remaining shops due to the restriction this would create on turning circles. Termination of tenancy now progressing. 6. Jolly Londoner/Car sales & Library sites (15 dwellings) – Francis Construction have commenced work on both sites. 7. Newbeech House Site (18 dwellings) - Francis Construction appointed – work commenced on site, but delayed by further archaeological investigations. 8. Scout & Guides Accommodation – Wernick appointed and planning permission obtained. Building construction commissioned with detailed site investigations undertaken and liaison with Building Control to agree the foundations to be used. Investigations have revealed more extensive foundations required but the detail is the subject of further analysis. These works have unexpectedly delayed this part of the project. 					
Key activities / milestones scheduled for next period:					
<ol style="list-style-type: none"> 1. Seal the legal agreement to appoint Countryside Properties as the Regeneration preferred Bidder. 2. Britwell Hub construction continuing. 3. Jolly Londoner/Car sales & Library sites (15 dwellings) building work continuing. 4. Newbeech House Site (18 dwellings) building work continuing. 5. Further concentrated work to support commercial tenants relocations and the cessation of mobile phone licences (for aerials on the top of Wentworth Flats). 					
Key issues of risk / obstacles to progress :					
<ol style="list-style-type: none"> 1. Unable to appoint the preferred bidder for the Regeneration scheme. 2. Delay with delivering commercial housing due to economic downturn / housing market down turn. 					
Recommendations for CMT:					
To note the continuing progress with the project.					

Business Continuity			Project SPONSOR	Roger Parkin	
Wards affected: All			Project MANAGER	Dean Trussler	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	AMBER	GREEN	GREEN	AMBER	08/06/12
<i>Previous month</i>	GREEN	GREEN	GREEN	GREEN	16/05/12
Project start date:	July 2011		Anticipated Project end date:	End June 2012	
<p>A horizontal progress bar from 0% to 100%. The bar is divided into two sections: a blue section labeled 'Completed' which extends to approximately 95%, and a red section labeled 'Remaining' which covers the last 5%.</p>					
Has this highlight report been agreed and authorised by the Project Sponsor? Yes <input checked="" type="checkbox"/> No (draft) <input type="checkbox"/>					
Key activities completed / milestones achieved in this period:					
<ul style="list-style-type: none"> • Risk workshops conducted for two specific significant risk areas (customer service centre and major events) and then technical and operational risks. • Agreed that Service BC Plans will be focused at 'service' level to ensure they remain relevant after any reorganisation process. • Revised target date for production of draft Service BC plans agreed with KPMG – 22 June 2012. • Initial Audit meeting held and documents provided to RSM Tenon. 					
Key activities / milestones scheduled for next period:					
<ul style="list-style-type: none"> • BIA reports to be written up and included in draft Service BC plans. • Each service to consider reports and offer amends and updates to be agreed with KPMG. • Final Service BC plans to be signed off by each service. • KPMG to arrange for briefing and training of Emergency Planning officer for future updates to Business Continuity Plans ('BCPs'). • Emergency Planning Officer to update SBC Emergency Plan. • IT Service Manager to draft IT Disaster Recovery Plan to support Service BCP's. 					
Key issues of risk / obstacles to progress:					
<ul style="list-style-type: none"> • Reduced communication and delay from KPMG Consultant. • IT Disaster Recovery Plan needs urgent development by SBC IT Service Manager to complement BC project. • Limited resource is busy with other significant projects which take priority at this stage – e.g. preparation for the Olympics. 					
Recommendations for CMT:					
<ul style="list-style-type: none"> • To accept draft Service BC plans delivery date of 22 June 2012. • To arrange to consider the draft plans after service managers have amended them and prior to acceptance. • To task Emergency Planning Officer with an update of the SBC Emergency Plan. • To task the IT Service Manager to draft IT Disaster Recovery Plan. • To acknowledge input into BC audit. 					

Customer Focus Programme			Project SPONSOR	Roger Parkin	
Wards affected: All			Project MANAGER	Judith Davids/ Mohammed Hassan	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	GREEN	GREEN	AMBER	GREEN	01/06/2012
<i>Previous month</i>	GREEN	GREEN	AMBER	GREEN	30/05/2012
Project start date:	17/02/2011		Anticipated Project end date:	31/03/2013	
<p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>					
Has this highlight report been agreed and authorised by the Project Sponsor? Yes <input checked="" type="checkbox"/> No (draft) <input type="checkbox"/>					
Key activities completed / milestones achieved in this period:					
<ol style="list-style-type: none"> 1. Testing of the reporting functionality within CRM Oracle on Demand highlighted some additional considerations. Further testing will be completed by early June ready to produce system reports by the middle of June. 2. The request for interim development work to the Syntellect IVR telephony system at the customer service centre has now been approved. Work will start in June. 3. Meetings have been held with the former Public Protection managers to agree the transfer of work. Follow-up work looking into call trends and the detail of this has been conducted by Business Analysts. 4. Meetings have been held with Enterprise to explore the option of taking over their calls. We are awaiting visibility of the existing contract details from Neil Aves before progressing any further with this. 5. A meeting was held with Registrars to agree a formal hand over of the death notification Tell Us Once process. It was agreed minor changes to the process were required before final hand over to Registrars in early August. The benefits realisation report recommendations have been reviewed and additional advertising and publicity is planned from the 3rd August 2012. 6. A communications plan has been agreed with Comms to help raise the profile and successes of the programme to date, with a monthly update in grapevine. 7. Following a Service Review Meeting with Arvato, a revised training plan for Council Tax advisors at My Council has been agreed. This will be reviewed in three months time. 					
Key activities / milestones scheduled for next period:					
<ol style="list-style-type: none"> 1. Produce system reports from Oracle on Demand Analytics. 2. Commence work on the interim Syntellect telephony reconfiguration. 3. Finalise detail of work to be transferred from the previous Public Protection teams. 4. Compile a report to highlight where and how savings have been achieved through the customer focus programme. 5. Progress the Clicktools decision making tool work as a priority. 					
Key issues of risk / obstacles to progress:					
<ol style="list-style-type: none"> 1. Implementation of Clicktools has been delayed due to a lack of clarity/agreement regarding the Triage service questions. The team will be arranging a further meeting to resolve this. 					
Recommendations for CMT:					
<ol style="list-style-type: none"> 1. To note level of progress achieved and risks identified. 					

Delivering Personalised Services Programme			Project SPONSOR	Jane Wood	
Wards affected: All			Project MANAGER	Mike Bibby & Sally Burton	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	GREEN	GREEN	AMBER	GREEN	31/05/2012 Period of final report will be 1-30 May 2012
<i>Previous month</i>	<i>GREEN</i>	<i>GREEN</i>	<i>AMBER</i>	<i>GREEN</i>	30/04/2012
Project start date:	01/07/2011		Anticipated Project end date:	31/03/2013	



Has this highlight report been agreed and authorised by the Project Sponsor? Yes No (draft)

Key activities completed / milestones achieved in **this period:**

The Gold Project comprises a number of strands of work which together; increase choice, control and flexibility of services available locally so individuals can use personal budgets and direct payments to tailor their support to maximise independence and meet personal outcomes; reduce the dependency on residential and day care provision to more community based services, employment and volunteering opportunities; protect and safeguard vulnerable adults; commission new flexible services (including preventative services) that deliver value for money and PPRG savings; improve customer experience.

1. Hourly rate for existing providers of domiciliary care negotiated from £16.50 to £15.50 an hour, saving £180,000.
2. First performance report received from Gateway (information, advice and advocacy service) covering November 2011 to March 2012. Total number of new referrals during the period was 1,693 and outcomes monitoring is being collected and will be presented at a future SMT.
3. Floating support tender awarded to two providers.
4. Mystery Shopping exercise report with First Contact and Assessment received and recommendations being reviewed by Managers. Overall a very positive report; to be reported to Executive Board in June when second report on follow-up calls to people signposted to other services will also be available.

Key activities / milestones scheduled for **next period:**

1. Complete service user transition risk assessment for new floating support service. Operation of new contract planned from 1st July 2012.
2. Recruit service users to participate in personal budgets focus groups developed and facilitated by LINK.
3. Options for linking supporting people into employment/ volunteering services with day services where opportunities to maximise independence and involvement in the community become the preferred choice, with intensive support where needed.
4. Voluntary Sector prevention funding – decision on contract award.
5. Mystery Shopping reports and improvement plan presented to Executive Board.
6. “What Good Looks Like” SSAPB information for residents distributed.

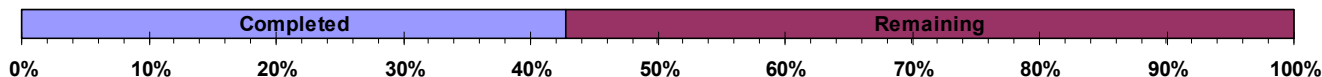
Key issues of risk / obstacles to progress:

1. Identifying suitable housing options for people with learning disabilities to bring people placed out of the borough closer to home and forward plan support for young people in transition to maximise independence.
2. Continuing Health Care process issues leading to financial pressures where cases are disputed or delayed by the NHS.

Recommendations for CMT:

Prioritise identification of local housing options for people with LD, essential to delivering PPRG savings.

FPS Gold Project			Project SPONSOR	Clair Pyper	
Wards affected: All			Project MANAGER	Jill Forrest	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	GREEN	GREEN	GREEN	GREEN	01/06/2012
<i>Previous month</i>	GREEN	GREEN	GREEN	GREEN	11/05/2012
Project start date:	19/10/2011		Anticipated Project end date:	31/03/2013	



Has this highlight report been agreed and authorised by the Project Sponsor? Yes No (draft)

Key activities completed / milestones achieved in **this** period:

Project Management

Carer applicants of all types are progressing through their assessment processes and the outcomes are being tracked monthly through the accompanying charts at Appendix 1.

Strand leads continue to work on activities as agreed.

Placement and Care Planning Tracking is based on the monthly cycle of data about our Children Looked After and their care planning and placement needs.

Fostering Fortnight took place from 14th May 2012 and a number of fostering marketing activities took place including having one of the staff playing the role of Freddie the Fostering Teddy at a promotional event in Slough Centre.

Finance

The budgets of the FPS Gold Project and Core Family Placements Service are being managed effectively by the Project Manager with support from the Finance Officer.

The Outcomes for Children and financial progress against targets tracking system has been developed by the Project Manager with support from the Finance Officer. This tracks the outcomes for children moving out of care to Forever Families and the financial changes to the cost per week per child.

Please see Appendix 2 for summary financial information.

Between 1st of September and the 31st of May 2012:

- 23 children have moved to their Forever Families through Special Guardianship Orders, Residence Orders or placements with prospective adopters reducing their collective weekly placement costs from £8737.84pw to £2558.78pw.
- 4 children have been placed in newly approved foster homes that would otherwise be in new IFA placements, saving collectively £1606.04pw.

Key activities / milestones scheduled for next period:

Recruitment

1. Decision to be made about fixed term recruitment and retention post.
2. Appointment of temporary Placements Social Worker to be made if references satisfactory.
3. Appointment of temporary Adoption Social Worker to be made if references satisfactory.

Special Recruitment Project

1. Further advertising to take place.
2. 3 school age sibling pairs are about to be matched with LT foster carers (2 IFA and 1 Slough) with a view to SGO in the future.
3. Slough foster carers currently expressing interest in obtaining SGO for Slough sibling pair (school age).

4. IFA foster carers have been assessed for SGO on Slough sibling pair (school age) awaiting the submission of court application.
5. Further contact/initial visits with 2 potential applicants to discuss their current situations.

Core Adoption

- 14 adopter assessments under way and 2 on hold.
- Match for sibling group of 2 Slough children with adopters from another LA to be presented to June panel.
- 1 potential match with Slough adopters and Slough child.
- 1 set of adopters put forward for West Berks Prep course (June 2012).
- 7 adopter assessments to allocate (1 x foster carer wanting to adopt).
- Additional worker appointed to carry out assessments.

Fostering

- Home from Home prep group started in May with 8 potential families.
- Launch of 'Children's Guide to Fostering DVD filmed by young people in the Children in Care council on 8th June.
- Joint fostering panel and service training arranged for 26 June.

Commissioning

- Review need for 16-19 accommodation and draft business case.
- Finalise draft of SBC placements procedure manual from new IFA contract guidance.

Marketing

See Appendix 3

Key issues of risk / obstacles to progress:

Placement Tracking and Commissioning

Departure of placements social workers causes lack of continuity. Both placement social workers have resigned due to personal issues unrelated to the project, however this has put additional pressure on the service. This has been overcome by recruiting to one post, and plans to recruit to the second.

Special Recruitment Project

Most applicants are Slough residents so may not be suitable for Slough children assessed as needing placements away from the borough. 2 potential applicants have dropped out following recruitment due to suitability, housing and family matters. 1 further assessment is on hold; and another delayed due to the need for rehousing for a Slough applicant. Further advertising about to take place to promote additional applications.

Core Adoption

Core adoption workers are family finding for 74 children, and therefore have a limited capacity to finalise current assessments within timescales and take on further assessments. Risk mitigated by agreement to recruit additional worker and split workers between family finding for children and adoption assessments.

Recommendations for CMT:

Additional Information

Appendix 1

Family Placement Service Activity FPS Gold Project Update Report 1st Sept 2011 to 31st May 2012

Appendix 2

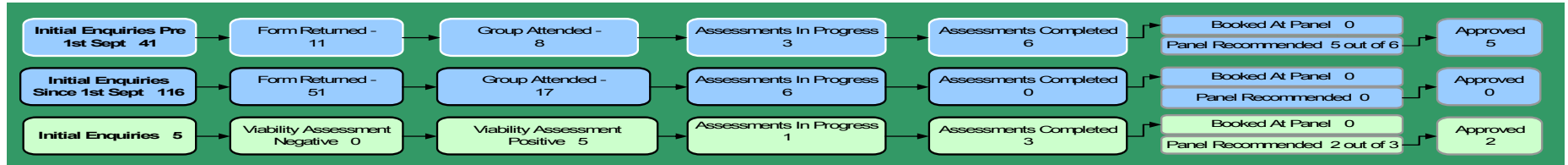
FPS Gold Project: Outcomes for Children and Financial savings tracking 1st Sept 2011 to 31st May 2012

Appendix 3

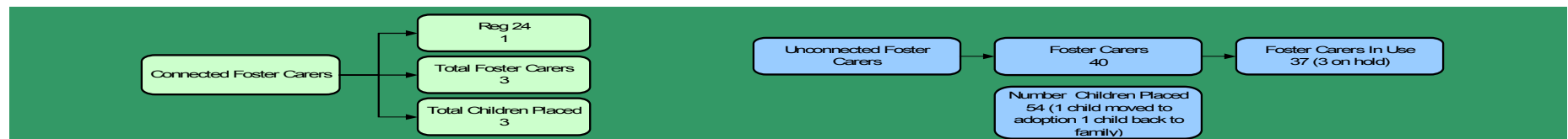
Marketing activity for May 2012

Appendix 1: Family Placement Service Activity FPS Gold Project Update Report 1st Sept 2011 to 31st May 2012

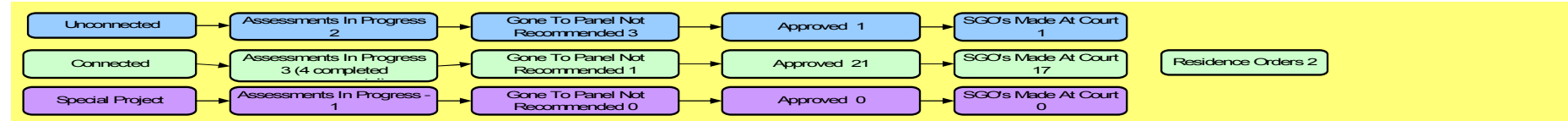
Fostering Assessments current position in the process on 31st May 2012 (Counts Households)



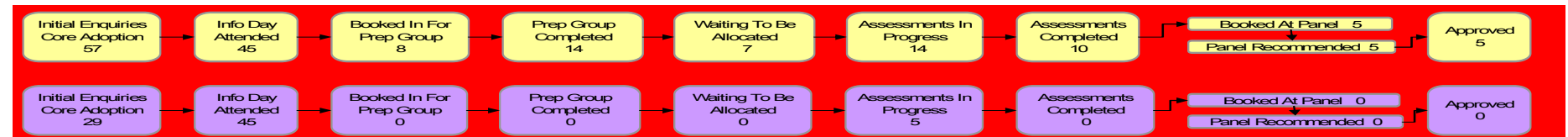
Approved Foster Carer Households At 31st May 2012



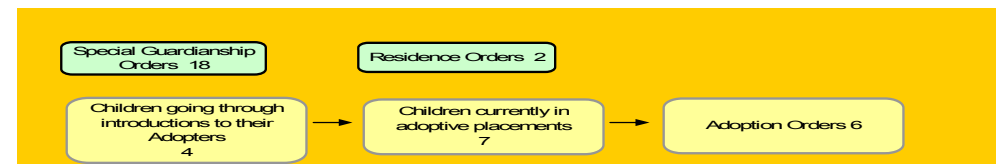
SGO Stats on 31st May 2012 - Assessments progressed since 01/09/11 (Counts Children)



Adoption Stats On 31st May 2012 Assessment Progress since 01-09-2011(Counts Households)



Outcomes for children since 1-9 2011 (Counts children)



Appendix 2: Outcomes for Children and Financial savings tracking 1st Sept 2011 to 31st May 2012

FPS Gold Project - Outcomes for Children and Financial Savings- Tracking from 1st September 2011 to End May 2012											
Moving Children out of care to Forever Families											
Target Output	Number of Children moved	Costs							Actual Savings		
		LAC Care Package Cost	projected cost(Full year effect) when LAC	Proposed Cost	Cost of Adoption SGO/RO Allowance	Cost of Adoption SGO/RO Allowance (Full year Effect)	Units	Savings (-) /Additional Cost (+) Per Unit	Savings (-) / Additional Cost (+) (Full Year Effect)	Actual Savings (-) / Additional Cost (+) (2011/12)	Actual Savings (-) / Additional Cost (+) (2012/13)
		(average weekly unit cost)	£	(average weekly unit cost)	£	No.	£	£	£	£	£
Children cease to be looked after / moved to allowances - adoption / SGO											
TOTAL NEW IN HOUSE ADOPTIVE PLACEMENTS	1	£656.53	£34,139.56	£0.00	£0.00	£0.00	£0.00	£-34,139.56	£0.00	£-32,169.97	£-34,139.56
TOTAL OF SPECIAL RECRUITMENT PROJECT	1	£916.00	£47,632.00	£334.49	£17,393.48	£0.00	£-581.51	£-30,238.52	£0.00	£-26,749.46	£-30,238.52
TOTAL NEW PURCHASED ADOPTIVE PLACEMENTS	6	£2,889.20	£150,238.40	£651.38	£33,871.76		£-2,237.82	£-116,366.64		£-106,837.64	£-116,366.64
Children cease to be looked after, moved to allowances - SGO											
TOTAL CONVERSION OF LT FOSTERING (Unconnected)to adoption and SGO	1	£377.38	£19,623.76	£363.98	£18,926.96	£0.00	£-13.40	£-696.80	£-93.80	£-696.80	£-696.80
TOTAL CONVERSION OF CONNECTED FOSTERING TO ADOPTION & SGO	14	£3,898.73	£202,733.96	£1,208.93	£46,159.17	£0.00	£-2,689.80	£-139,869.60	£-35,180.98	£-138,282.60	£-139,869.60
TOTAL CONVERSION OF ALLFOSTERING TO ADOPTION & SGO	15	£4,276.11	£222,357.72	£1,572.91	£65,086.13	£0.00	£-2,703.20	£-140,566.40	£-35,274.78	£-138,979.40	£-140,566.40
Total Children moved to Forever Families	23	£8,737.84	£454,367.68	£2,558.78	£116,351.37	£0.00	£-5,522.53	£-321,311.12	£-35,274.78	£-304,736.47	£-321,311.12
Reducing the cost of placements and move down care continuum											
Target Output		Costs				Units	Savings (-) /Additional Cost (+) Per Unit		Potential Savings		
		Cost of Care Package if IFA had been needed (Unit cost)	projected cost (Full year effect) if IFA had been needed	LAC Care Package Cost	projected cost (Full year effect) In House		Savings (-) / Additional Cost (+) (Full Year Effect)	Potential Savings (-) / Additional Cost (+) (2011/12)	Potential Savings (-) / Additional Cost (+) (2012/13)	Potential Savings (-) / Additional Cost (+) (2013/14)	
Reducing the cost of placements - move down care continuum - supported lodgings											
TOTAL NEW SUPPORTED LODGINGS		£0	£0	£0	£0		£0	£0	£0	£0	£0
Reducing the cost of placements - increase internal fostering											
TOTAL of Savings on IFA costs which would otherwise have been incurred	4	£2,944.00	£153,088.00	£1,337.96	£69,573.92	£4.00	£-1,606.04	£-83,514.08	£-803.02	£-81,908.04	£-83,514.08
TOTAL saving on Placement Cost		£2,944.00	£153,088.00	£1,337.96	£69,573.92	£4.00	£-1,606.04	£-83,514.08	£-803.02	£-81,908.04	£-83,514.08
TOTAL SAVINGS ON PLACEMENTS AND ALLOWANCES		£11,681.84	£607,455.68	£3,896.74	£185,925.29	£4.00	£-7,128.57	£-404,825.20	£-36,077.80	£-386,644.51	£-404,825.20

Appendix 3: FPS Gold Project: Marketing activity for May 2012

General

- Childminders – meeting with SBC staff responsible for childminders to explore mutual areas of working.
- Play Day – August – organising a presence at this Slough event.
- Children's Centres - meeting with SBC staff responsible for children's centres to explore mutual areas of working.
- Overall promotional activities – including rework editorial schedule for advertorials to tie in with FPS activities in the coming months, leaflet drops, distribution.

Adoption

- New promotional campaign to focus on recruitment for older children.
- Impact from meeting from Countywide Recruitment of Adopters (13/3/2012) held at Reading to be discussed.

SBC and Inter-Local Authority Working

- See above.

Fostering

- Children's Guide to Fostering - Official Film Launch 8th June @ the West Wing

SBC: Connected Persons/Friends and Family

- Meeting June 18th – debrief and future activities?

Supported Lodgings

- Official Launch 23 June – Slough.

Home from Home

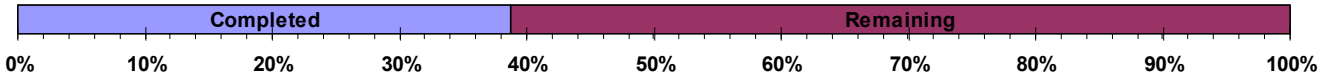
- Variety of carers. Interviews to be done. Artwork and for adverts to be organised.

Berkshire-wide Activities

- September activities planning meeting.

Public Health Transition		Project SPONSOR		Jane Wood	
Wards affected: ALL		Project MANAGER		Stuart Brown	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	GREEN	GREEN	RED / AMBER	AMBER	11/06/2012
<i>Previous month</i>	RED	GREEN	RED	AMBER	14/05/2012
Project start date:	Jan 2012		Anticipated Project end date:	31/03/2013	
Has this highlight report been agreed and authorised by the Project Sponsor? Yes <input type="checkbox"/> No (draft) <input type="checkbox"/>					
Key activities completed / milestones achieved in this period:					
<ol style="list-style-type: none"> 1. Agreement of the single DPH model for PH in Berkshire. 2. New model for PH in UA's developed and proposed for agreement at June Transition Board. 					
Key activities / milestones scheduled for next period:					
<u>EMBARGOED UNTIL 13/06/2012</u>					
<ol style="list-style-type: none"> 1. Consultation and recruitment of the Director of Public Health for Berkshire. 2. Consultation and recruitment of the ADPH roles for Unitary Authorities. 					
Key issues of risk / obstacles to progress :					
See Programme Risk & Issues Log following transition board meeting or CMT.					
Recommendations for CMT:					
None.					

Safeguarding Improvement Board			Project SPONSOR		Clair Pyper
Wards affected: All			Project MANAGER		Keren Bailey
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	AMBER	GREEN	AMBER	AMBER	08/06/2012
<i>Previous month</i>	AMBER	GREEN	AMBER	AMBER	30/04/2012
Project start date:	June 2011		Anticipated Project end date:	2013	

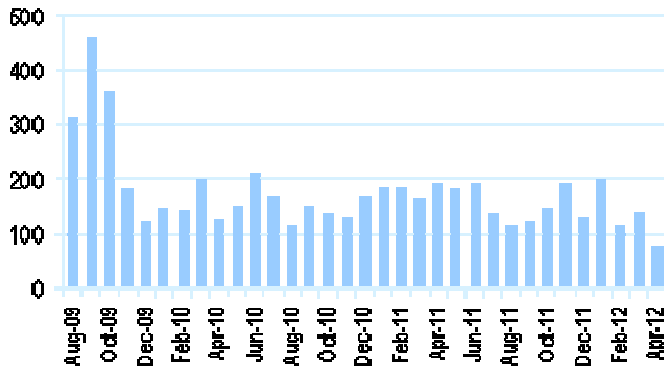


Has this highlight report been agreed and authorised by the Project Sponsor? Yes No (draft)

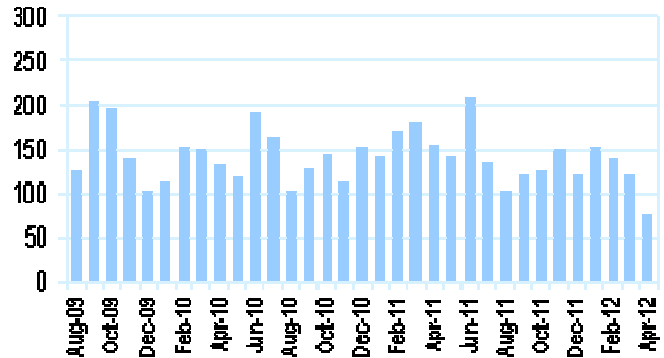
Key performance information

Volume

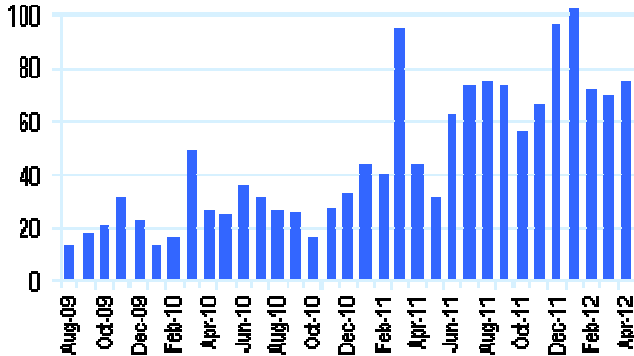
Referrals per month



Number of Initial Assessments Completed



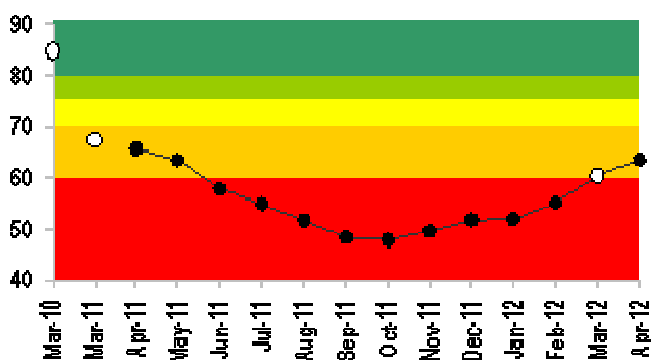
Number of Core Assessments Completed



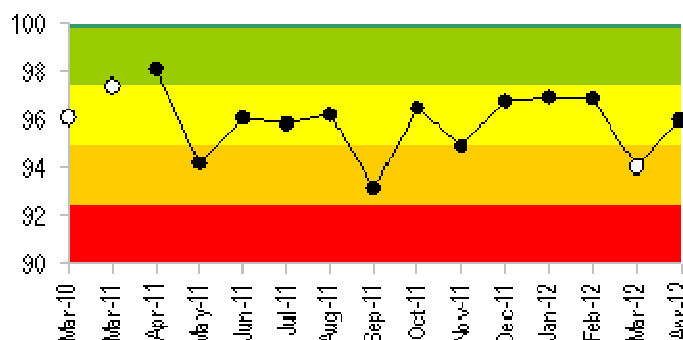
Current data shows that referrals are decreasing, with higher levels of work being dealt with by the Early Response Hub. The impact of rigorous work on thresholds is being demonstrated in the decreasing number of initial and core assessments completed. Further work will take place over coming months to check whether this demonstrates a trend.

Timeliness

NI 66: Timeliness of Core Assessments



NI 67: % of CP conferences held within timescale



The volume of core assessments has increased over the course of the last year. The timeliness of core assessments is increasing month by month, with a gradual impact on the annual rolling average. Corrective actions and assiduous performance information have resulted in improved performance. This will continue to be monitored through the weekly checkpoint reports.

The number of children on child protection plans has increased by 49 over the last year. All children should be reviewed within timescales, within 3 months of becoming subject to a Child Protection Plan; and every 6 months thereafter. The current performance is below the required 100% as over the course of the year Review Conferences on children from three families have been held shortly outside the six month deadline. A corrective action plan is in place to address this.

Quality

Audits	Good (Outstanding)	Adequate and above	Not adequate
December 2011	10% (0%)	62%	38%
February 2012	50% (0%)	86%	14%
March 2012	37%	79%	21%

There is a programme for internal audits carried out by managers, and an external auditor checking and verifying audits. The February results show the impact of cases already audited with remedial action taken – these cases were re-audits. Those cases that were assessed as ‘not adequate’ did not meet the required standards for management oversight and supervision outlined in the Quality Assurance Framework. The training programme which started in March has a heavy emphasis on training in both these areas for managers. Further audit work will focus on these areas.

Key activities completed / milestones achieved in this period:

- Consultation on the new structure for Children’s Social Care has been completed and feedback from staff distributed and incorporated in the plans for recruitment and induction.
- A recruitment plan is in place and a new recruitment campaign started on June 7th, to attract Heads of Service, Practice Managers and Consultant Social Workers. Assessment Centres and interviews will take place in July, so that appointments can start from September onwards. The next recruitment campaign will start in September based on the outcomes from the June campaign.
- Kitty Ferris, the new Assistant Director Children, Young People and Families, is expected to start on 23rd July.
- Tim Loughton MP, Parliamentary Under Secretary of State for Children and Families, visited Slough on 17th May and spoke with front line social workers, managers, partners, Directors, the Leader of the Council and Commissioner for Education and Children. Informal feedback has been positive and the formal progress review meeting has been deferred until September. The main concerns identified was associated with the move to the new structure and the risks associated with that; and the sustainability of the improvement work. These risks have been discussed fully by the Improvement Board and robust

plans are in place.

- The Interim Quality Assurance Manager has now started and is beginning work to identify further action needed to continue to develop work on the Quality Assurance Framework and embed change with all staff.
- The Improvement Board met on the 28th May and notes the progress demonstrated through the Improvement Plan. The meeting focused on partnership working and further work is now needed to take forward the ideas generated.
- The Board considered the latest audit report, covering January – March 2012, which showed significant improvement in all but one area. Further work to strengthen management oversight and supervision has been put in place and we expect to see improvements showing next month.

Key activities / milestones scheduled for next period:

- Advertisements in a range of publications, a dedicated recruitment site and a lunch for temporary staff to encourage conversion to permanent contracts.
- Formal feedback from the Minister.
- Agreement on the date of the Peer Review allowing preparation to begin.
- Event for schools to encourage Head Teachers to engage with Early Intervention and release front line staff to be trained on effective practice being implemented by some schools.

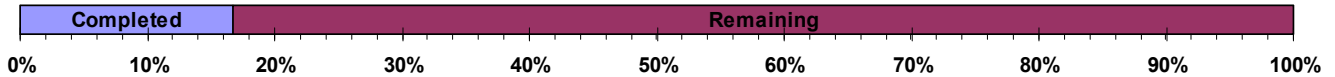
Key issues of risk / obstacles to progress:

- These are associated with the transition to the new structure and the potential inability to attract suitable applicants or to appoint. The Bridging Strategy will help to ensure that existing interim staff are retained until the new structure is staffed adequately.
- There are also risks associated with a lack of knowledge transfer, loss of performance during the transition and undermine of partner relationships.
- The risks have been fully considered by the Improvement Board and mitigating actions are in place.

Recommendations for CMT:

- N/A

School Places In Slough April 2012 – March 2013			Project SPONSOR	Clair Pyper	
Wards affected: All			Project MANAGER	Robin Crofts	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of update report
Current period	GREEN	GREEN	AMBER	AMBER	01/06/2012
<i>Previous month</i>	GREEN	GREEN	AMBER	AMBER	11/05/2012
Project start date:	April 2012		Anticipated Project end date:	March 2013	



Has this highlight report been agreed and authorised by the Project Sponsor? Yes No (draft)

Key activities completed / milestones achieved in **this** period:

1. Primary

The objective for the period April 2012 to March 2013 is to provide sufficient places for reception applicants in September 2012 and places for new arrivals in all year groups. The number of applications received for reception places in September 2012 was 2191 by the closing date, or the equivalent of 73 classes. There are the equivalent of 75.6 classes available (2267 places) based on schools' current admission numbers. It is forecast that late applicants will fill the spare capacity by early autumn and by March 2013 the equivalent of 78 classes will be required. Further expansion will be required to meet this demand before March 2013. There are currently places available in all other year groups.

Approved expansion projects are proceeding as planned at the Town Hall, Montem Primary, Priory Primary (Phase 2), Castleview (Phase 2), Lynch Hill (Phase 2) and Penn Wood (Phase 1). Expansion projects are split into 2 phases. Each expanding school is provided with 3 infant classes in the first phase and 3 years later, with 4 junior classes to complete the expansion project. This approach creates some unoccupied classrooms while the larger year groups work their way through the school, but fewer than would be the case with single phase expansions.

Some schools could temporarily admit beyond their published admission number using these unoccupied classes, but this can cause educational and organisational problems for Headteachers and will mean a shortfall of classes at a future date for individual schools. The table below shows the current and forecast demand for places for the next 3 years and also the number of unoccupied classrooms in all year groups based on current expansion plans.

Year	Reception classes available based on current approved projects	Forecast number of reception classes required	Number of unoccupied classrooms across all year groups	Number of schools with unoccupied classrooms
2012-2013	75.6	77.6	32	10
2013-2014	75.6	78.6	42	10
2014-2015	75.6	79.6	33	12

2. Secondary

The objective for the period April 2012 to March 2013 is to provide sufficient places for year 7 applicants in September 2012 and places for new arrivals in other year groups.

The number of applications from Slough residents for secondary school places for September 2012 increased by 51 compared to 2011. There were also more applications from parents living outside Slough for places at Slough schools and only a slight increase in the number of Slough residents applying for places in schools outside Slough. Despite the increase in pressure on places in Slough schools, all Slough residents were offered a place on the 1st March. The number of late applications will be monitored between now and September. There was some pressure on places in the current year 10 but this appears to be

reducing. The new Burnham Park e-ACT Academy has indicated that it intends to work closely with Slough LA to admit pupils from the Slough area, so this should provide some additional capacity during 2012-13.

Planning for increased demand in 2013 and 2014 is underway. A Prior Information Notice has been published for the Wexham School expansion in the European Journal and it has been agreed in principle with the school that additional places can be available if required from September 2013, although the construction work would not be complete. Slough and Eton CE School has submitted a capital bid for funding to expand their admission number to 180 from 165 and they have informally increased their intake for September 2012. At least 3 Secondary Free School applicants were invited to the interview stage of the national bidding round and all have now been interviewed.

3. SEN

Architects have been appointed to prepare an options appraisal and outline design for the Haybrook College expansion project (both PRU and special places).

A strategy has been prepared for expanding SEN places across the primary and secondary sector by adding SEN units at existing schools. Following consultation with schools, new SEN resource units are proposed to open in 2012-13 at Slough and Eton CE School, Baylis Court Nursery, Slough Centre Nursery, Godolphin Infant School, Castleview Primary School and Priory Primary School. SEN building projects are linked to existing expansion projects where possible.

Key activities / milestones scheduled for next period:

1. Awaiting outcome of secondary Free School applications
2. Holding discussions with 2 primary schools for expansion in 2012-13 and seeking project approval from the Capital Strategy Board
3. Tenders to be issued for an architect/consultant for the Wexham expansion project
4. Tenders to be issued for modular classroom suppliers for the SEN expansion projects

Key issues of risk / obstacles to progress:

1. All pupils continue to be offered a school place. The pressure in year 10 appears to be reducing. Places are available outside Slough in secondary and special schools and transport can be arranged where pupils are eligible. This is not a practical solution for primary places and new expansion projects can therefore be required at short notice.
2. There is a risk that the current Free School applications will be unsuccessful with implications for meeting demand in 2014 and beyond.

The demand for school places and the supply of school places is extremely fluid and depends on a number of factors. These include the number of applications received, which varies on a weekly basis, and the number of places vacated as families move their children. It is complicated by movements of pupils in and out of Slough, changes in parental preference for specific schools and for secondary year 7 places, the proportion of Slough applicants who are successful in the 11+ test. There are also underlying trends linked to birth rates and inward migration. The process of placing children is ongoing and the objective is to maintain a small surplus of places so that supply just exceeds demand. Close monitoring of all these factors should allow this.

Recommendations for CMT:

None

Slough Local Asset Backed Vehicle ('LABV')			Project SPONSOR	Julie Evans	
Wards affected: ALL			Project MANAGER	John Rice	
	Timeline	Budget	Issues & Risks	OVERALL status	Date of update report
Current period	GREEN	GREEN	GREEN	GREEN	06/06/2012
<i>Previous month</i>	GREEN	GREEN	GREEN	GREEN	03/05/2012
Project start date:	19/09/2011		Anticipated Project end date:	31/12/2012	
<p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>					
Has this highlight report been agreed and authorised by the Project Sponsor? Yes <input type="checkbox"/> No (draft) <input type="checkbox"/>					
Key activities completed / milestones achieved in this period:					
<ol style="list-style-type: none"> Continued but more focussed dialogue with the Bidders. Meetings held to consider planning, education, leisure, stakeholders of the CURVE, commercial meetings on the legal agreements and financial modelling. Financial advisors commissioned to prepare the SBC baseline assessment to support Section 123 (LG Act 1972) assessment of Bids. Further progress made with the form of contracts, ID the need for a new contract between SBC and the LABV for the construction of the CURVE. 					
Key activities / milestones scheduled for next period:					
<ol style="list-style-type: none"> Continued but more focussed dialogue with the Bidders. Financial advisors to prepare the SBC baseline assessment to support Section 123 (LG Act 1972) assessment of Bids. Draft final tender to be prepared. Close dialogue (early July) and issue final tender. 					
Key issues of risk / obstacles to progress:					
A comprehensive risk log is available on request.					
Recommendations for CMT:					
<ol style="list-style-type: none"> To note the good progress being made. 					

7. Performance scorecard update

The summary below provides an update on the Council's key Performance indicators in the period up until to 31st May 2012, and should be read in conjunction with the Council Scorecard attached as **Appendix A** to this report. Note that this means some indicators have now been finalised for the 2011-12 year, whilst for others the finalised full-year position remains to be ascertained whilst validation checks continue.

The Slough vision for the overall population outcomes we and our partners seek to achieve is now enshrined in the refreshed Sustainable Community Strategy, and the underlying performance indicator framework, action planning and the development of a specific plan to address Slough Borough Council's contributions to the Strategy are in progress. The scorecard content and format is under review to ensure the correct priority measures are monitored and managed throughout the coming year.

7.1. Key People Measures

All People Measures are now provided by our transactional service partner Arvato. Significant work and investment is being undertaken by them to improve the quality and timeliness of management information, as such we expect the quality and availability of information about the council's establishment and the key reporting areas to improve over the life of the contract. Statistics for final quarter of 2011-12 were recently reported in full to the Employment & Appeals Committee on 28th June 2012.

At March 2012, the total number of staff employed by the council across all directorates stood at 1,521 which is a decrease of 150 (or 9%) on the position at March 2011. This represents a total of 1286.9 'Full Time Equivalents' ('FTE'). There were also 307 vacant posts reported at the end of March 2012 – a reduction of 108 vacancies or 26% compared to the position one year ago. The total 'headcount' of staff on the establishment (those in post plus vacant positions) now stands at 1,828 compared to 2,043 in March 2011.

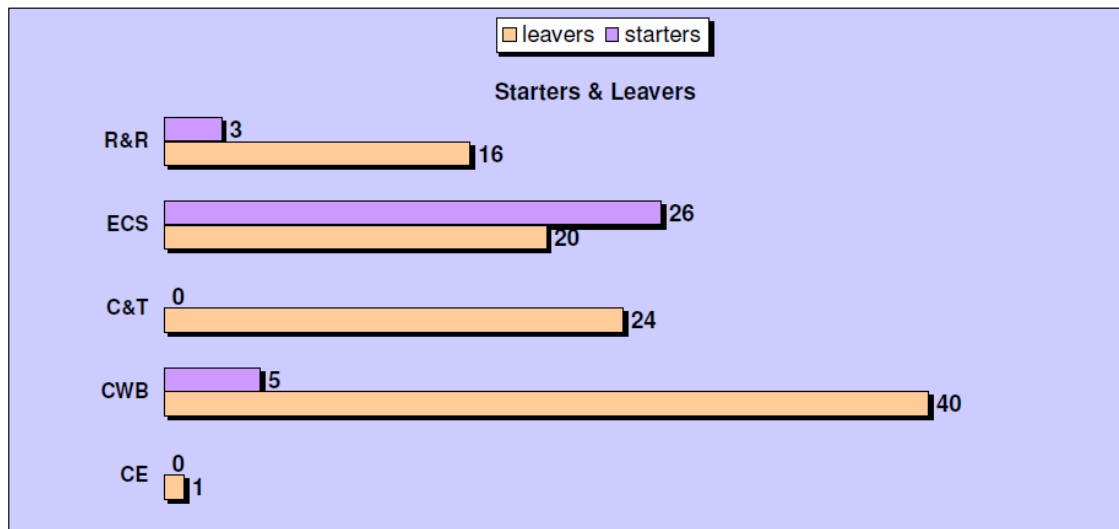
Directorate	Headcount	FTE	% of Workforce
Chief Executive	24	23.0	1.8%
Community & Wellbeing	484	366.9	28.5%
Customer & Transactional	208	191.2	14.9%
Education & Children's Services	456	387.5	30.1%
Resources & Regeneration	349	318.3	24.7%
TOTAL (January-March)	1521	1286.9	100%
TOTAL (October-December 11/12)	1581	1332.8	-
TOTAL (January-March 10/11)	1671	1347.9	-

The period of January to March 2012 saw 101 staff leaving employment and 34 starting employment with the council. A variety of reasons exist for staff turnover in the period including redundancies (51) and resignations (27). The staff 'turnover rate' for the quarter for resignations only was 1.8%; the cumulative turnover rate for the whole of the 2011-12 year is now 5.5%. Significant work has been undertaken to address issues around retention in Education and Children's Services as part of the Children's Improvement Plan.

Starters and leavers in January to March 2012, by reason for termination Directorate are represented in the table and chart below:

Termination Reason	Total
Resigned	27
Retirement (Ill Health, Early, Age)	2
Redundancy (Compulsory, Voluntary)	51
Dismissed	0

Termination Reason	Total
Compromise Agreement	3
Death In Service	0
End of Contract	14
Other	4



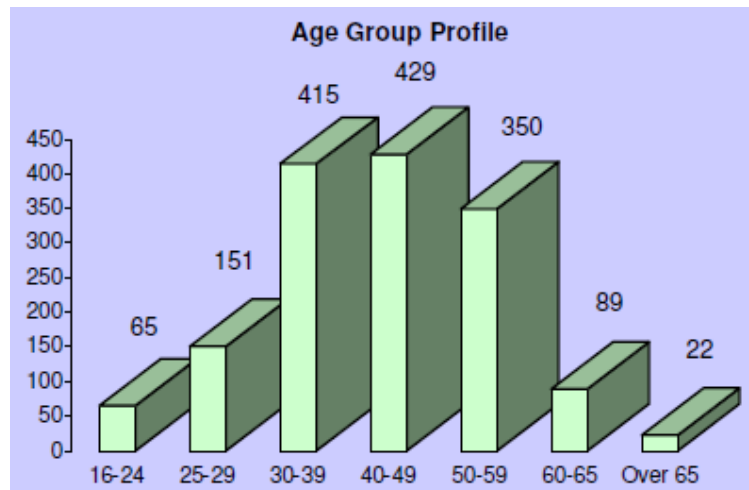
The largest number of leavers this quarter was from the Community and Wellbeing ('CWB') Directorate and include the redundancies made as a result of the closure of the Speedwell unit. All affected staff have been supported through the remodelled in-house employment support service for people with disabilities, and the majority have already secured paid employment elsewhere.

The reported average sickness rate for the quarter was an average of 3.4 days per FTE. This is higher than the average 2.9 days per FTE in the same period of the previous year. Lower salary bands have reported proportionately higher rates of sickness absence – staff on salaries below £15,000 make up 21.0% of the workforce but accounted for 27.6% of the total sickness absence, whilst staff on salaries above £45,000 comprise 4.7% of the workforce yet accounted for 2.5% of the sickness absence.

Salary Band (Actual)	No of staff in post	% of headcount	Total Days Lost	% days lost
<£15,000	320	21.0%	1199	27.6%
£15,000 to £19,999	265	17.4%	849	19.5%
£20,000 to £24,999	276	18.1%	839	19.3%
£25,000 to £29,999	222	14.6%	697.5	16.0%
£30,000 to £34,999	208	13.7%	450.5	10.4%
£35,000 to £39,999	114	7.5%	103	2.4%
£40,000 to £44,999	45	3.0%	103.5	2.4%
£45,000+	71	4.7%	108.5	2.5%

The sickness absence for the whole year 2011-12 is projected to be 11.5 days per FTE. Employee absenteeism, including sickness absence, is being tackled through the Council's Workforce Strategy and Wellbeing Strategy and with a targeted programme of initiatives to increase overall employee health by encouraging participation in sport, exercise, and smoking cessation. Both the Workforce Strategy and the Wellbeing Strategy were reported to the Employment & Appeals Committee on 28th June 2012.

70.6% of the SBC workforce is female (compared to local population estimates which predict 48% of the local resident population of working age are female); 43.1% of our workforce is of black or minority ethnic background, compared to an estimated 37% of our local residents of working age. The latest quarter has seen a reduction in the percentage of staff who have self-declared as having a disability; this proportion is now 6.2%, slightly down on the position in March 2011 (7.1%). SBC Staff are being encouraged to use the employee self service system to check and verify their personal details are correct. The majority of SBC employed staff are aged between 30 and 60, although the council employs people of all ages including a number who choose to remain in work beyond 60/65 years of age, as demonstrated in the staff age group profile beneath.



7.2. Key Volume Measures

Press coverage

The completion of monitoring for the 2011-12 year has now provided benchmarks of performance against which we may choose to set improvement targets for 2012-13. These were reported previously.

SBC's reputation and that of the area as a whole can be enhanced by positive news stories in the local media. In April and May 2012, 56 press releases have been issued as opposed to 33 in the same period one year earlier. In the same period, 121 press enquires were received (above the 111 equivalent for same months one year ago).

A total of 299 press articles have been monitored (cf. 229), of which 47.5% were positive or very positive in tone. These metrics represent significantly greater press interest in SBC activities than one year ago, and increased response by SBC Communications team. In 2012-13, 60 press articles have been assessed as 'negative' in tone (27 in April, 33 in May) of which almost half (28) related to Elections and Councillors.

Negative press coverage in 2012-13 (April & May only)		
Area covered	Number of negative items	% of all negative coverage
Elections / Members	28 items	47 %
Highways / Traffic / Road safety	12	20 %
Heart of Slough	5	8 %
Assets / Property	3	5 %
Environment	3	5 %
Public Protection	3	5 %

Housing	2	3 %
Adult Social Care	1	2 %
Children's Services	1	2 %
Finance	1	2 %
Planning	1	2 %
TOTAL	60	20% of monthly coverage

Freedom of Information

SBC continues to receive a steady stream of Freedom of Information requests. In 2011-12 a total of 907 logged Fol applications were made – an average of 76 every month; this represents an additional 91 applications compared to the same period for 2010-11 (an increase of some 11%), and has obvious impacts on staff time. This data has been previously reported. In April-May 2012, 153 Fol requests were received – exactly the same number as in the same months of 2011.

Directorates are encouraged to regularly review the subject matter of Fol requests being made of them, and to consider if a more proactive management of the public release of information (for example through targeted press releases or publication on the borough's website) could result in a more time-efficient process for employees and public alike. A more thorough analysis of subject matter encountered throughout 2011-12 will be prepared and reported at a later date.

SBC website

SBC's website is receiving fewer unique visitors than one year ago (38,754 in May 2012 compared to 74,805 in May 2011 – a reduction of approximately half).

Across 2011-12 the council website was used by at least 789,829 unique visitors and facilitated 18,497 online financial transactions. April/May 2012 has seen 3,389 online financial transactions which is approximately the same as this period of 2011 (3,371). These transactions represent a significant cost-reduction for processing transactions, and indicate effective access for the public. SBC has also been expanding its modern media presence, achieving a total of 1,006 Twitter followers by end of May 2012 (this following has more than quadrupled in the past year).

Housing and Council Tax Benefit claimants

The number of Housing Benefit ('HB') and Council Tax benefit ('CTB') claimants appears to have stabilised following rapid increases in recent years. Comparative data released by the Department for Work and Pensions for February 2012 indicates an increase compared to January of c. 60 HB claimants and no change in CTB claimants (Totals are 11,590 Housing Benefit claimants and 11,720 Council Tax Benefit claimants). Improving employment and income opportunities for local residents remains a core priority for Slough Borough Council and its partners.

Social care demand

Children's social care services continue to face demand pressures, and this is being tackled through a variety of initiatives including the 'Safeguarding Improvement' and 'Looked After children's placements' gold projects. Final values for performance indicators are being verified and validated through end of year statutory returns.

There is some clear indication in 2012 so far of a reduced demand for social care: In April 2012 children's social care dealt with a total of 661 contacts (a decrease of 7% on the same period in previous year) and 80 referrals (a reduction of 42% referrals on the same period in previous year). The number of looked after children in the care of the local authority remains higher than historic figures (170 at end of April 2012, an increase of 7 children or 4% in the

year) as does the number of children subject to child protection plans (at 205, this has increased by 42% - 59 additional children – compared to one year before). Note however that the number of looked after children when expressed as a rate per 10,000 resident child population remains similar to the England average.

Adult social care appears to be experiencing a similar stabilisation of demand – April and May 2012 have each seen 7 adult safeguarding referrals, about half that seen in 2011.

Homelessness

The 2011-12 year saw 422 homeless cases determined, with 92.2% of decisions issued within 33 days. April 2012 saw 42 cases, of which only 77% were decided on in timescales – below the target of 90%.

7.3. Key Quality Measures

Complaints

The period of 2011-2012 saw a total of 639 logged complaints across the council – a fall of 20% against the total (796) in the corresponding period one year previously. This has been reported previously. In April-May 2012 a further 63 were logged – a significant decrease on the 99 received in April-May 2011, and the 209 received in April-May 2010. This is clear indication of improved customer satisfaction.

Social care services

Within Children's social care, there is now strong evidence of improvement. Provisional final year values for 2011-12 have already been reported.

By the end of April 2012, the proportion of Initial assessments completed within timescales increased still further to 78.4% for the *whole* of the previous 12 months – this increase is due to particularly improved performance in the most recent period. (62.7% of initial assessments completed in the year to date had also been approved by a manager within timescales – a further assurance of improving quality as well as speed). This level of performance now clearly and sustainably exceeds that achieved one year ago, and 88% of the initial assessments completed *during* April met target timescales.

Similarly, with Core assessments, a greater proportion are being authorised by managers within timescales, and in-month performance is significantly better than the rolling year value yet shows – for those completed *during* April, 97% achieved timescales (significantly better than the 38.9% achieved in March 2011). This improvement in recent months has impacted on the 'year to date' value of NI 60 to lift performance to 63.5%. There are therefore clear signs of sustained remedial action, and indications of a curve being sustainably turned.

Alongside this activity significant improvement can be evidenced since April 2011 on the proportion of children becoming subject to a child protection plan for the second or subsequent time. At end of March, this value (8%) was if anything slightly lower than the nationally agreed zone of 'best practice' on this measure.

An internal programme of regularised case auditing has commenced, with 16 individual children's files having been audited in October, 18 in November, 38 in December and 21 in January. No audits were conducted in February due to the Ofsted inspection of Adoption Services but the audit has since recommenced, although firm numbers have not been made available for this report. This exercise will be repeated every month, and a quarterly report on audit findings prepared in early 2012. Initial findings are being communicated to staff to ensure appropriate remedial activity is undertaken, as part of the overarching Safeguarding Improvement Plan and associated strands of work. This auditing activity sits alongside supervision and management review of case recording and practice in efforts to improve

social work practice and the audit results are being fed into the training plan. Audits are showing signs of improvement in case recording, response to referrals, the quality of new assessments and outcome-focussed child protection plans. Further work is continuing to drive up the management oversight, preventing drift in care planning and enabling progress with child protection plans.

Educational support

All statements of special educational need prepared in 2011-12 have been issued within statutory timescales, and this pattern of 100% compliance has continued into April and May 2012.

Council support continues to be delivered to local schools in measures to improve performance and compliance with expected standards. There are now 3 Slough primary schools in special measures or with notice to improve.

Refuse collection

Numbers of missed bin collections remain exceedingly low as a proportion of the average monthly total of collections (193,517). April 2012 has seen a reduction compared to April 2011: for domestic refuse, 33 missed bins and for recycling bins only 26 missed collections.

7.4. Key Inspection Results

No additional Inspection results have been made since the last report.

2011/12 saw a number of published inspection reports of council services. Both inspections of Slough's Children's Centres assessed provision as good; adult social care provision has been verified to meet all essential standards; looked after services were validated as adequate; safeguarding was assessed as inadequate. The Youth Offending team was found to require moderate improvement in safeguarding and substantial improvement for managing risk of harm. The Food Standards Agency audit of SBC produced no simple overall judgement, but identified multiple strengths and some recommendations for further action, which are being progressed.

All service areas subjected to external scrutiny react to the inspection findings, and work to address any identified service improvements, incorporating this activity in normal business improvement planning and generally within existing resources.

The council's response to the 2011 Ofsted inspection of **safeguarding and looked after children's services** and the Improvement Notice issued by the Secretary of State is well documented, with all inspection recommendations being addressed and monitored by the Improvement Board. The service area has received additional funding and increased internal and external support to enable sufficient improvements to service delivery.

The **Youth Offending Team** has similarly implemented service improvement activity to address the issues of concern raised in its inspection of 2011, and progress is reviewed and scrutinised on a regular basis by the Youth Offending and Youth Justice Boards.

Note that the council's **Adoption services** were inspected by Ofsted in February 2012; the inspection report confirms that SBC provides a 'Good' service with the best achievable result of 'Outstanding' for helping children achieve well and enjoy what they do and in helping children make a positive contribution. Slough has also been recognised as having better than average performance in the Government's May publication of Adoption Scorecards for every English local authority.

7.5. Key Outcome Measures

Crime and Community Safety

Crime rates (cumulative values from 1st April 2011) continue to be lower than the corresponding period one year ago. Final data for the whole of 2011-12 shows significant reductions in crime rates as follows:

- All crime: a 13% decrease.
- Violence against the person: a 20% decrease.
- Serious sexual offences: a 16% decrease.
- Serious acquisitive crime: a 18% decrease.

Unemployment

Unemployment rates in April 2012 (as measured by the JSA claimant rate) remain about the same as one year ago at 3.9% - a value just lower than the national average (4.0%) but that remains above the average for the South East (2.8%). This relates to a total of 3,422 JSA claimants (a reduction of 17 people since the previous month). With 940 Unfilled jobcentre vacancies (an increase of 88 in one month) there is now a ratio of 3.6 JSA claimants to each unfilled vacancy locally – a positive reduction since one year ago when the ratio stood at 6.9.

Recycling

Provisional data for the third quarter of 2011-12 indicates a slightly lower than expected percentage of household waste recycled or composted than one year previously (29.4% compared to 31.5%). The average recycling rate for the year remains on a similar level to that one year ago. Final data for 2011-12 is not yet available.

Housing

March saw a small reduction in the number of households in temporary accommodation (82 in May 2012 compared to 88 in May 2011).

Looked after children

Slough continues to improve in securing long-term permanent futures for looked after children: In the year to March 2012, 34 looked after children have been secured permanent alternative families through adoption or special guardianship orders; this equates to a value of 27% for indicator PAF C23, which represents very significant improvement on the position one year ago of just ten children or 8.1%.

Education and skills

The Department of Education (DfE) has recently published revised 2010/11 GCSE and Equivalent Results performance tables. These performance indicators show generally strong and improving position for Slough schools, and have been reported on previously.

The Full Performance Scorecard is provided as **Appendix A**.

8. Financial Reporting

- 8.1.** There are no major issues to report within this financial period.
- 8.2.** Budgets are being recast following the various restructures across council services, including the new Council Directorates and the transfer of a larger number of the Council's functions and staff to Arvato which took place at the beginning of April 2012.
- 8.3.** Due to this, a financial monitor is not available. The first quarter monitor will be sent to members in July/August.