

# Scrutiny Report

## Performance Scrutiny Committee – People

### Part 1

Date: 10 April 2018

### Subject Improvement Plan 2016-18 Update – Quarter 3

Author Overview and Scrutiny Officer

The following people have been invited to attend for this item:

IP Objective	Cabinet Member Lead	Head of Service Lead
<b>IP – Objective 1</b> <i>Improving Independent Living for Older People</i>	<b>Councillor Paul Cockeram</b> Cabinet Member for Social Services	<b>Chris Humphrey</b> Head of Adult and Community Services
<b>IP – Objective 2</b> <i>Ensuring people have the right social services to meet their needs</i>	<b>Councillor Paul Cockeram</b> Cabinet Member for Social Services	<b>Chris Humphrey</b> Head of Adult and Community Services
<b>IP – Objective 6</b> <i>Ensuring the best educational outcomes for children</i>	<b>Councillor Gail Giles</b> Cabinet Member for Education and Skills	<b>Sarah Morgan</b> Head of Education
<b>IP – Objective 8</b> <i>Improving outcomes for youth justice</i>	<b>Councillor Paul Cockeram</b> Cabinet Member for Social Services	<b>Sally Jenkins</b> Head of Children and Family Services

## Section A – Committee Guidance and Recommendations

### 1 Recommendations

1.1 The Committee is asked to consider the progress being made in relation to the following improvement objectives:

- *IP – Objective 1 - Improving Independent Living for Older People*
- *IP – Objective 2 - Ensuring people have the right social services to meet their needs*
- *IP – Objective 6 - Ensuring the best educational outcomes for children*
- *IP – Objective 8 - Improving outcomes for youth justice*

1.2 Determine if it wishes to make any comments to the Cabinet on the progress towards achieving the improvement objectives in Quarter 3.

## 2 Context

- 2.1 The Council approved 8 Improvement Objectives in the 2017-18 Improvement Plan in April 2016, 4 of which are within the remit of this Scrutiny Committee, namely:

IP Objective	Cabinet Member Lead	Head of Service Lead
<b>IP – Objective 1</b> <i>Improving Independent Living for Older People</i>	<b>Councillor Paul Cockeram</b> Cabinet Member for Social Services	<b>Chris Humphrey</b> Head of Adult and Community Services
<b>IP – Objective 2</b> <i>Ensuring people have the right social services to meet their needs</i>	<b>Councillor Paul Cockeram</b> Cabinet Member for Social Services	<b>Chris Humphrey</b> Head of Adult and Community Services
<b>IP – Objective 6</b> <i>Ensuring the best educational outcomes for children</i>	<b>Councillor Gail Giles</b> Cabinet Member for Education and Skills	<b>Sarah Morgan</b> Head of Education
<b>IP – Objective 8</b> <i>Improving outcomes for youth justice</i>	<b>Councillor Paul Cockeram</b> Cabinet Member for Social Services	<b>Sally Jenkins</b> Head of Children and Family Services

- 2.2 At its meeting on 12 September, the Committee agreed to include monitoring of the improvement objectives on its work programme.
- 2.3 This update covers the period October to December 2017, with further updates scheduled for the Committee covering the final two quarters.

Report produced in...	September		December		March		June	
To show status for....	Q1 Apr-Jun		Q2 Jul-Sept		Q3 Oct-Dec		Q4 Jan-Mar	
1. Improving Independent Living for Older People	Green - Good	★	Green - Good	★	Green - Good	★		
2. Ensuring people have the right social services to meet their needs	Amber - Acceptable	●	Green - Good	★	Green - Good	★		
6. Ensuring the best educational outcomes for children	Green - Good	★	Green Star - Excellent	★*	Green - Good	★		
8. Improving outcomes for youth justice	Amber - Acceptable	●	Amber - Acceptable	●	Amber - Acceptable	●		

<b>OVERALL</b>	<b>Green - Good</b>	★	<b>Green - Good</b>	★	<b>Green - Good</b>	★		
----------------	---------------------	---	---------------------	---	---------------------	---	--	--

In order to provide a more meaningful assessment of the progress of the Improvement Plan and enable more informed judgement to be undertaken, an overall evaluation of progress is made using the following criteria.

Status		Evaluated as	Explanation
Green Star	★*	Excellent	All actions and measures are on track
Green	★	Good	Actions and measures are on mostly on track, one or two falling marginally short of planned targets
Amber	●	Acceptable	Some actions and measures have deviated from plan and are some are falling short of planned targets
Red	▲	Improvement Required	Actions and measures are of concern and are mostly falling short of planned targets

- 2.4 This update is being presented to the Cabinet at its meeting on 18 April 2018, along with any comments / recommendations from this Committee as to the progress towards achieving these objectives.

### 3 Information Submitted to the Committee

- 3.1 **Appendix 1** provides the Committee with an update from the Objective Leads for its consideration.
- 3.2 The update includes:
- an overall judgement for the objective (red, amber or green) along with brief comments from the leads on this judgement;
  - an update on the current progress with the measures associated with the objective, and;
  - an update on the actions associated with the objective.

### 4 Suggested Areas of Focus

- 4.1 The Committee agreed in its Annual Work Programme at the meeting on 12 September 2017:

*“To consider the progress of the Council towards actions associated with the improvement plan objectives and provide comment to Cabinet”* in respect of the four relevant objectives within its remit.”

The Committee is therefore asked to evaluate the performance of the Council in achieving these four objectives and might wish to consider:

- Whether Improvement Objectives are being achieved and how this is clearly evidenced?
  - How are measures and activities measured and evaluated?
  - Do “green” objectives have sufficiently challenging targets and are the measures balanced between being realistic and robust?
  - What is being done to address amber measures?
  - Are there any barriers to delivering the Improvement Objectives?
- 4.2 The Committee is asked to evaluate the performance of the Council in achieving the four Improvement Objectives for Quarter 3 in its portfolio and might wish to consider:
- Progress being made in addressing comments from Scrutiny on Quarter 1 performance.
  - Whether Improvement Objectives are being achieved and how this is clearly evidenced?

- How are measures and activities measured and evaluated?
- Do “green” objectives have sufficiently challenging targets and are the measures balanced between being realistic and robust?
- What is being done to address amber measures?
- Are there any barriers to delivering the Improvement Objectives?

## Section B – Supporting Information

### 5 Links to Council Policies and Priorities

- 5.1 This report directly links with all of the Councils Improvement Objectives identified in the Improvement Plan 2016-18. These objectives also link to the Well-being Objectives agreed by Cabinet in March 2017, which aim to maximise the Council’s contribution to the Well-being Goals for Wales and will form part of the new Corporate Plan and Improvement Plan from 2017 onwards.
- 5.2 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services. The Improvement Plan objectives have links to each of the well-being objectives and the well-being goals.

Well-being Objective	Link to Improvement Plan Objective
<b>To improve skills, educational outcomes and employment opportunities</b>	6 – Ensuring the best educational outcomes for children
<b>To enable people to be healthy, independent and resilient</b>	1 – Improving independent living for older people 2 – Ensuring people have the right social services to meet their needs
<b>To build cohesive and sustainable communities</b>	8 – Preventing Offending and Re-offending of young people

### 6 Risks

- 6.1 Each individual action in this report is subject to financial and risk assessment in its own right in accordance with council procedures.

Risk	Impact of risk if it occurs (H/M/L)	Probability of risk occurring (H/M/L)	What is the council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk
That the council’s plans and projects do not have the desired impact on the city	H	M	The council will assess the impact of its actions on an on-going basis and enable adjustments to actions and policies to be brought forward as the need arises	Project managers for individual action plans
That major impacts are not properly monitored due to faulty assessment of risk and/or impact	H	L	Quarterly reporting to cabinet, together with opportunity for scrutiny reviews will enable adjustments to monitoring regime to be implemented as the need arises	Project managers

That on-going monitoring impedes progress on project delivery	H	L	The assessment criteria for monitoring progress are designed to ensure monitoring is proportionate to impact and purpose. This will be reassessed as part of the on-going reporting process	Cabinet / Corporate Directors
---	---	---	---	-------------------------------

## 7 Financial Implications

7.1 There are no specific cost implications associated with the report.

## 8 Background Papers

8.1 Annual Review of the 2016-18 Improvement Plan Cabinet Report - 24 Aug 2017  
2016-18 Improvement Plan

Report Completed: 20 March 2018