

Scrutiny Report

Performance Scrutiny Committee - People

Part 1

Date: 10 July 2018

Subject **Service Area Performance Update – End of Year**

Author Scrutiny Advisor

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

Service Area	Cabinet Member Lead	Head of Service Lead	Page Numbers
Adult and Community Services	Councillor Paul Cockeram Cabinet Member for Social Services	Chris Humphrey Head of Adult and Community Services James Harris Strategic Director - People	
Children and Young Peoples Services	Councillor Paul Cockeram Cabinet Member for Social Services	Sally Jenkins Head of Children and Young People Services James Harris Strategic Director - People	
Education	Councillor Gail Giles Cabinet Member for Education and Skills	Sarah Morgan Head of Education James Harris Strategic Director - People	

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

- 1.1 The Committee is asked to consider and evaluate the Quarter 4 portfolio and service area performance updates including Heads of Service comments on overall performance, red and amber performance measures and green performance measures where the direction of travel is red, attached as:
- **Appendix 2** – Adult and Community Services
 - **Appendix 3** – Children and Young Peoples Services
 - **Appendix 4** – Education
- 1.2 Provide its comments upon the performance to the Cabinet Member.

2 Context

Background

- 2.1 Each Service Area has a set of performance measures which include: National, Improvement Plan and Locally set performance measures. The National Measures are set by the Welsh Government and used to compare and benchmark performance with other Local Authorities in Wales. Some of the measures are reported monthly, quarterly or half yearly, while some are annual measures reported at the end of the year. This report is for Performance during Quarter 4, up to March 2018.
- 2.2 End of year Performance Dashboards for the People Portfolio include pie charts demonstrating the overall performance of the measures in each portfolio as well as for individual Service Areas within them.
- 2.3 The remaining Appendices contain end of year updates for performance measures in each Service Area within the remit of this Scrutiny Committee; People, as listed in 3.1 below and include Heads of Service comments on overall performance, red and amber performance measures and green performance measures where the direction of travel is red.
- 2.4 The measures are ranked using the key below, so Green measures are at or exceeding target, Amber measures are within 15% of the target and Red measures are more than 15% away from target:

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Key for measure RAG status

- ★ Green star - on target
- Amber circle - slightly short of target (15% tolerance)
- ▲ Red triangle - off target (over 15% away)
- ❓ Data missing/ not available
- ! No target set

Direction of Travel - DoT

- ✓ Green tick - performance has improved
- ✗ Red cross - performance has declined
- performance remains the same
- up arrows indicate that high values are better
- down arrows indicate low values are better

Information Submitted to the Committee

- 3.1 The following current service area performance dashboards, further information regarding red and amber measures and Head of Service comments are attached in the appendix.

- **Appendix 1** – Overall directorate performance
- **Appendix 2** – Adult and Community Services
- **Appendix 3** – Children and Young Peoples Services
- **Appendix 4** – Education

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

- Take a backward look at how well the Council has performed in Q4 against its performance indicators objectives;
- Assess and make comment on:
 - How effectively the service areas are performing against objectives;
 - The extent to which underperformance is being addressed and associated risks are being mitigated;
 - The progress being made in terms of performance from the previous Quarters report;
- Conclusions:
 - What was the overall conclusion on the information contained within the reports?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the performance of the Service Area?
 - Do any areas require a more in-depth review by the Committee?
 - Do the Committee wish to make any Comments / Recommendations to the Cabinet?

- 4.1 The Committee is therefore asked to evaluate the Service Areas performance and might wish to consider:

- Do “green” objectives have sufficiently challenging targets and are the measures balanced between being realistic and robust?
- What is being done to address amber and red measures?
- Are there any barriers to improving performance?
- How is overall performance managed, reported and escalated?

Section B – Supporting Information

5 Supporting Information

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

6 Links to Council Policies and Priorities

- This report relates to the Performance Measures that support the achievement of the Council's Service Plans, Improvement Priorities and Wellbeing objectives:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

7 Wellbeing of Future Generation (Wales) Act

7.1 General questions

- How is this area / policy affected by the new legislation?
- How will this decision / policy / proposal impact upon future generations? What is the long term impact?
- What evidence is provided to demonstrate WFGA has been / is being considered?

- Evidence from Community Profiles / other data?
- (When published:) Evidence of links to Wellbeing Assessment / Objectives / Plan?

7.2 Wellbeing Goals

- How are the Wellbeing goals reflected in the policy / proposal / action?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*
 - *A more equal Wales*
 - *A Wales of cohesive communities*
 - *A Wales of vibrant culture and thriving Welsh language*
 - *A globally responsible Wales*

7.3 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
 - **Long Term**
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
 - **Prevention**
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
 - **Integration**
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
 - **Collaboration**
Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
 - **Involvement**
The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

8. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)

Report Completed: June 2018