

# Scrutiny Report



## Performance Scrutiny Committee – People

### Part 1

Date: 29<sup>th</sup> November 2022

### Subject Council Service Plans 2022 - 2024

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Sally-Anne Jenkins	Director of Social Services
Natalie Poyner	Head of Children's Services
Mary Ryan	Head of Adults Services
Cllr Jason Hughes	Cabinet Member for Social Services (Job Share)
Cllr Stephen Marshall	Cabinet Member for Social Services (Job Share)

## Section A – Committee Guidance and Recommendations

### 1 Recommendations to the Committee

- 1.1 The Committee is asked to consider and evaluate the following Service Plans which include the service area's priorities: Projects, Objectives and Actions, Performance Measures, and Risks. Service Plans attached as:
- **Appendix 1** – Children's Services
  - **Appendix 2** – Adult's Services
- 1.2 To consider whether the service plans provided support and contribute towards the delivery of the Council's Corporate Plan 2022-27 and deliver continuous improvement for service users.

### 2 Context

#### Background

- 2.1 The Corporate Plan 2022-27 has four Well-being Objectives to support its mission an '*Ambitious, Fairer, Greener Newport for Everyone*'. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. Each service plan outlines its own priorities and how the service area will contribute towards the Corporate Plan 22-27.
- 2.2 The Well-being of Future Generations (Wales) Act 2015 requires all public sector bodies to set Well-being Objectives in their Corporate Plans. To achieve this goal the Council's Corporate Plan 22-27 has four Well-being objectives that will prioritise our focus over the next five years and beyond:

- Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
- A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
- Newport is a supportive city where communities and care are at the heart of what we do.
- Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

2.3 To deliver these objectives each service area will produce a service plan that will outline how the service area will support the delivery of the Corporate Plan 22-27. Formal monitoring of the Service Plans will commence from 1<sup>st</sup> January 2023 (Quarter 3) and cover the period to 31<sup>st</sup> March 2024. These plans will be monitored every quarter and at the end of 2022/23, service areas will complete an End of Year review on the progress against this plan which will be presented to the Performance Scrutiny Committees. This report presents Members with the Year-End Reviews for each Service Plan and Appendices for:

- **Appendix 1** – Children’s Services
- **Appendix 2** – Adult’s Services

### 3 Information Submitted to the Committee

3.1 The following Service Plans which include: Projects, Workforce Development, Objectives and Actions, Performance Measures, and Risk Register, and are attached as:

- **Appendix 1** – Children’s Services
- **Appendix 2** – Adult’s Services

Each Service Plan will include the following:

<b>Projects</b>	<p>These are projects which will contribute towards the delivery of the Corporate Plan or improvement to the delivery of services.</p> <p><i>Note: Scrutiny Members need to note that there will be projects which will have TBC against the Transformation Plan. This is due to the Executive Board reviewing and confirming those projects which will be included in the Council’s Transformation Plan and/or will be delivered through the service area.</i></p>
<b>Workforce Development</b>	<p>This area relates to the work which service areas in collaboration with the Council’s Human Resources team are undertaking to improve the development of staff and any recruitment activity.</p>
<b>Objectives and Action Plan</b>	<p>These will focus on delivering change, improving the delivery of services and supporting the Corporate Plan, strategies and Regional/National objectives.</p>
<b>Performance Measures</b>	<p>These will support Service Areas to deliver the objectives in the Corporate Plan and meet statutory duties. Performance measures will either have targets set against them or be compared to the previous year’s performance where targets cannot be set.</p>

<b>Risk Register</b>	<p>This allow service areas to identify new and existing risks to the delivery of services, and assess whether the risk should be escalated to the Corporate Risk Register and determine risk mitigation actions.</p> <p><i>Note<sup>1</sup>: Scrutiny Members will note Risks with ‘TBC’. This is due to Risks being subject to risk assessments and final approval either by the Executive Board and/or Director.</i></p> <p><i>Note<sup>2</sup>: The Council’s Governance and Audit Committee is responsible for ensuring the Council has effective and efficient risk management arrangements in place.</i></p>
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## 4. Suggested Areas of Focus

### Role of the Committee

<p><b>The role of the Committee in considering the report is to:</b></p> <ul style="list-style-type: none"> <li>• Assess and make comment on: <ul style="list-style-type: none"> <li>○ How the service plan outlines its own priorities and how the service area will contribute towards the Corporate Plan 22-27.</li> <li>○ Objectives and actions are achievable within the required timeframes based upon resources.</li> <li>○ Performance measures to underpin the delivery of services. Where targets are set, are these achievable based upon resources of the service area.</li> <li>○ Risks identified underpin the key risks that will prevent the achievement of corporate and service objectives.</li> <li>○ Presentation of the information to enable Scrutiny to undertake its role.</li> </ul> </li> <li>• In drawing its conclusions, the Committee should assess: <ul style="list-style-type: none"> <li>○ What was the overall conclusion on the information contained within the reports?</li> <li>○ Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the Service Plans?</li> <li>○ Are there any areas in the report that are missing and/or require further clarification?</li> <li>○ Does the Committee wish to make any Comments / Recommendations to the Cabinet?</li> </ul> </li> </ul>
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## Suggested Lines of Enquiry

4.1 In evaluating the Service Plans performance and, the Committee may wish to consider:

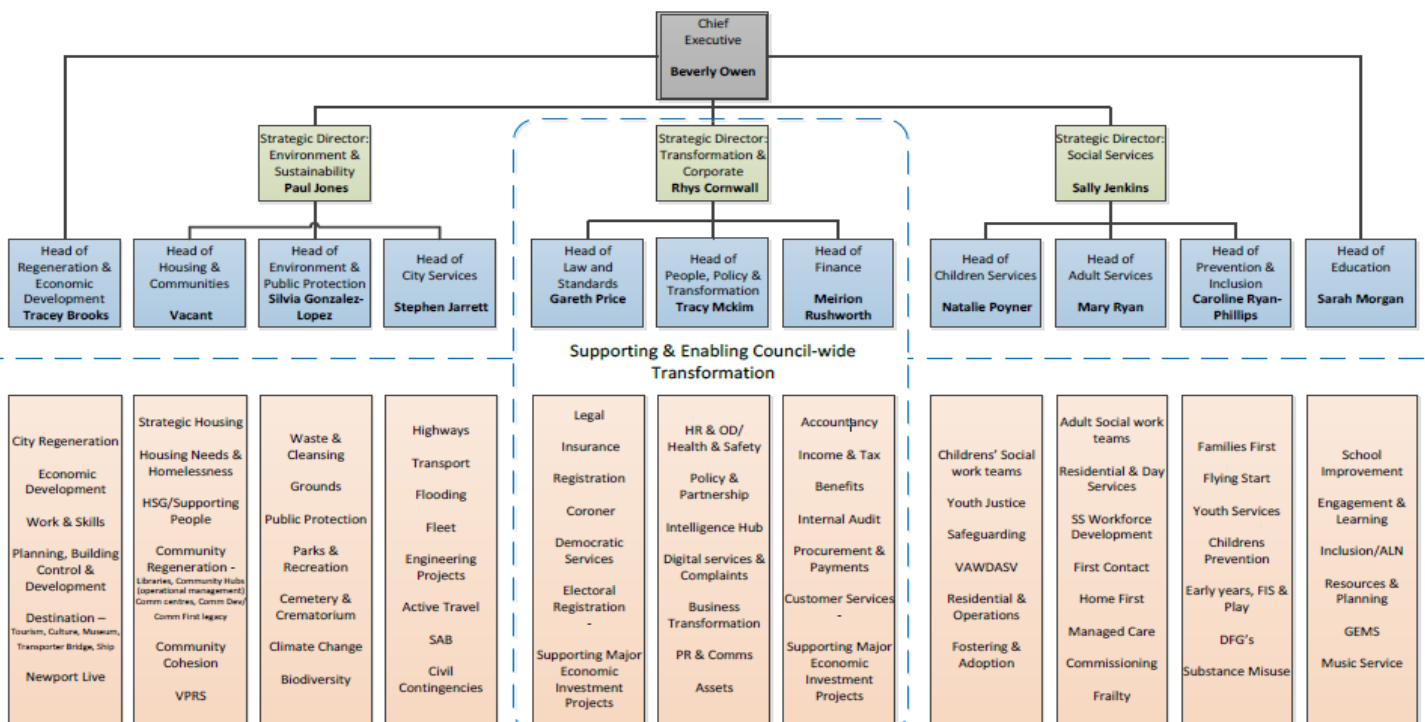
- Whether the service area has fully considered the impacts of Covid-19 and other external pressures in the delivery of their objectives?
- Are targets sufficiently challenging and balanced between being realistic and robust especially in light of the current internal and external pressures of the Council?
- Objectives and Actions support the Council’s Well-being Objectives and Strategic Priorities of the Council. Are there any gaps and/or areas that should be considered.
- Are actions appropriately contributing to the Well-being objectives and Strategic Recovery Aim(s) listed?
- How have the proposed actions been prioritised?
- How will progress be measured / demonstrated?

## Section B – Supporting Information

### 5 Overview of Council Structure:

5.1 Newport City Council has 11 service areas which sit within the directorate portfolio. Each service area will produce a service plan that will contribute towards the delivery of the Corporate Plan 22-27.

The Council’s structure is demonstrated below:



## **6 Links to Council Policies and Priorities**

- 6.1 All service plans support the delivery of the Council's Corporate Plan 2022-27. Service Plans may also consider other internal strategies, strategic plans and external strategies such as the Climate Change Plan, Strategic Equalities Plan, Welsh Language Plan. Members will need to consider these as necessary.

## **7 Impact Assessment:**

- **Wellbeing of Future Generation (Wales) Act**
- **Equality Act 2010**
- **Socio-economic Duty**
- **Welsh Language (Wales) Measure 2011**

- 7.1 For the purpose of this report, the service plans presented support the Council's Corporate Plan 2022-27. The Council's Corporate Plan 2022-27 has been subject to scrutiny by the Council's Overview and Scrutiny Management Committee in September 2022.
- 7.2 In the development of the Corporate Plan, the Council has completed a Fairness and Equality Impact Assessment (FEIA) which can be found with the Cabinet Report [here](#). The service plans presented support the Council's Corporate Plan Well-being Objectives. Where specific decisions are made against the delivery of the Corporate Plan and service plans, these will be subject to separate FEIAs reviews as determined against the Council's governance arrangements.

## **8 Background Papers**

- [The Essentials - Well-being of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2022-2027](#)
- Children's Service Area Plan
- Adult's Service Area Plan

Report Completed: 29<sup>th</sup> November 2022