

THE VALE OF GLAMORGAN COUNCIL

CABINET: 28TH MARCH, 2022

REFERENCE FROM CORPORATE PERFORMANCE AND RESOURCES
SCRUTINY COMMITTEE: 17TH MARCH, 2022

“ ANNUAL DELIVERY PLAN MONITORING REPORT: QUARTER 3
PERFORMANCE 2021/22 (CX) –

The purpose of the report, as presented by the Head of Policy & Business Transformation, was to outline quarter 3 performance results for the period 1st April 2021 to 31st December 2021 in delivering the 2021/22 Annual Delivery Plan commitments as aligned to the Corporate Plan Well-being Objectives. The Head of Policy & Business Transformation set out to the Committee the key points of the report, with an emphasis on those areas that fell under the remit of this Committee:

- Positive progress had been made in delivering the in-year commitments in relation to the Annual Delivery Plan (2021/22). The performance had contributed to an overall GREEN status for the Plan at quarter 3 (Q3).
- The Head of Service summarised the achievements organised under the four Wellbeing Objectives.
- The majority of actions and measures relating to the Committee were showing a RAG rating of 'Green', with 14 actions and 7 measure having slipped to 'Red', with such slippage increasingly due to non-COVID-19 reasons, which reflected the stage of the pandemic the Vale now found itself in.
- Following on from the above, the report highlighted the areas for future focus and within the remit of the Committee, again under the four Wellbeing Objectives, which included progress on redeveloping and improving the accessibility and the user experience for those accessing the Council's website, the refurbishment of C1V, review of staff absences, and greater engagement with staff and key groups externally, i.e. with children, young people and families (including those with protected characteristics). As well as tackling decarbonisation in schools, improved platforms to deliver a new approach to supporting staffs development and their wellbeing, undertake stakeholder engagement to inform a review of the future models of service delivery within social care, looking to develop a strategy to promote the use and retrofit of sustainable drainage systems, revise the local flood risk management strategy and progress the next iteration of the Biodiversity Forward Work Plan, and that's in recognition of the declaration of the Nature Emergency.
- In terms of the Coronavirus Recovery Update, reference was made to the Senior Leadership Team (SLT) restructure in order to reflect the lessons learned from the pandemic, the extension of the opening hours at the Civic Offices, Reception, the continued support from the Council to Cardiff & Vale Health Board (in terms of provision of our premises, support through communications channels for a range of different pandemic responses and

through the Incident Management Team), as well as progressing the Reshaping Services program which has continued to pursue the Council's recovery strategy priorities and blended those with the ADP as well.

Following the presentation of the report, the subsequent comments and questions were raised by the Committee:

- Councillor Dr Johnson raised the following comments / queries:
 - That certain instances of investment were being framed as successes during quarter three, i.e. the works undertaken on a shop at Holton Road and the installation of a new boiler at the Colcot Sports Centre. Although counting as small-scale successes and positive results in their own right, were perhaps only partial improvements, not fully realised, and did not provide the full context and background to these measures, as in the case of shop on Holton Road, which although its external appearance had been improved, was still empty and regarding Colcot Sport Centre, there had been many years of underinvestment in the facility.
 - On the current issues around recruitment for Shared Regulatory Services (SRS) and the rationale behind this, it was explained there were challenges around recruitment, such as shortages in applicants for specialist roles in areas like environmental health, which were also seen at a national level and beyond. However, measures were in place to mitigate these and improve recruitment opportunities, i.e. the drafting of an 'Attraction Strategy' in order to attract, retain and recruit individuals (including the greater use of apprenticeships) and the greater use of social media, i.e. LinkedIn, which had achieved some positive results in terms of advertising for recruitment. Further details would be provided to the Committee when available.
 - On the progress being made by the new CLA (Children Looked After) Manager on opportunities to involve, engage and communicate with all children, young people and families that use the Council's service (including those with protected characteristics), further details would be requested from the Children and Young People Services.
 - With regard to an update on the review of buildings, street names and monuments, some further work had been undertaken following the last meeting of the panel, with a meeting with Democratic Services to look at the work already undertaken and to subsequently convene a meeting of the review panel for this purpose.
- The Chair raised the issue of increased infection rates and hospitalisations across the UK due to COVID-19 and whether there was any evidence for the need for a fourth injection / round of vaccinations and if the Council and the Health Board were 'geared' up for such a roll out. It was explained that the Incident Management Team (IMT) met on a fortnightly basis and that Welsh Government had indicated that it was now a case of transition away from a pandemic and into an 'endemic' situation around COVID-19. The IMT would keep a watching brief on the pandemic and there had been significant improvements in partnership working with a strengthened focus around this. Further details would be provided to the Committee when available regarding any future vaccination program and how that would be rolled out.

Scrutiny Committee, having considered the report and all the issues and implications contained therein

RECOMMENDED –

(1) T H A T the performance results and progress towards achieving the Annual Delivery Plan 2021/22 commitments as aligned to the Council's Corporate Plan Wellbeing Objectives within the remit of the Committee be noted.

(2) T H A T the remedial actions to be taken to address areas of underperformance and to tackle the key challenges identified within the remit of the Committee be noted and that the Committee's views and recommendations be referred thereafter to Cabinet for their consideration and approval, namely:

- To review some of the performance measures and results provided within the Annual Delivery Plan, which, although counting as small-scale successes and positive results in their own right, were perhaps only partial improvements and did not provide the full context and background to these measures.
- That further information / updates be provided on the following areas:
 - Recruitment for Shared Regulatory Services (SRS). It was explained there were challenges around recruitment, but measures were in place to mitigate these and improve recruitment opportunities. Further details would be provided to the Committee when available.
 - On progress made by the new CLA (Children Looked After) Manager on opportunities to involve, engage and communicate with all children, young people and families that use the Council's service (including those with protected characteristics). Further details would be requested from Children and Young People Services.
 - The review of building / street names and monuments. A further update would be provided on the work undertaken for this, and to look at convening a meeting of the review panel for this purpose.
 - The potential need for a fourth round of vaccination due to rising levels of COVID-19. Further details would be provided to the Committee when available.

(3) T H A T the progress being made through the Council's recovery strategy and the Directorate recovery plans in response to the ongoing Coronavirus pandemic be noted.

Reasons for recommendations.

(1) Having regard to the contents of the report and discussions at the meeting.

(2) To ensure the Council is effectively assessing its performance in line with the requirement to meet our performance requirements as outlined in the Local Government & Elections (Wales) Act 2021 and reflecting the requirement of the Wellbeing of Future Generations (Wales) Act 2015 that it maximises its contribution

to achieving the well-being goals for Wales. Also, for Cabinet to consider the comments and views of the Scrutiny Committee.

(3) Having regard to the contents of the report and discussions at the meeting.”