

**CORPORATE PERFORMANCE AND RESOURCES SCRUTINY COMMITTEE**

Minutes of a meeting held on 2<sup>nd</sup> October, 2019.

Present: Councillor M.R. Wilson (Chairman); Councillor O. Griffiths (Vice-Chairman); Councillors G.D.D. Carroll, R. Crowley, G. John, Dr. I.J. Johnson and Ms. S. Sivagnanam.

**343 APOLOGIES FOR ABSENCE –**

These were received from Councillors G.A. Cox, V.P. Driscoll and J.W. Thomas.

**344 MINUTES –**

RECOMMENDED – T H A T the minutes of the meeting held on 24<sup>th</sup> July, 2019 be approved as a correct record.

**345 DECLARATIONS OF INTEREST –**

The Chairman, Councillor M.R. Wilson, declared an interest in Agenda Item No. 5 – Quarter 1 2019/20 Performance Report – Corporate Health, in that he was employed by the Cardiff and Vale College and had been granted a dispensation to speak only by the Standards Committee.

**346 ANNUAL CORPORATE SAFEGUARDING REPORT: 2018/19 (REF) –**

Cabinet had, on 29<sup>th</sup> July, 2019 referred the Annual Corporate Safeguarding Report to the Scrutiny Committee for its consideration.

The Annual Report provided an overview of the Corporate Safeguarding Group work plan and other safeguarding activities taking place across the Local Authority. There was a corporate responsibility to ensure that there were effective arrangements in place for safeguarding children and adults who required specific Council services. Historically, safeguarding activity by different parts of the Council had been reported separately to Cabinet, the relevant Scrutiny Committee and Corporate Management Team. The Annual Report brought together safeguarding activity undertaken by the Social Services, Learning and Skills, Managing Director's Office and Resources, Environment and Housing Directorates and also an overview from the Corporate Safeguarding Group. The Annual Report also provided a more holistic representation of safeguarding activity across the Council and the report provided a composite update of activity across the Directorates. The relevant Scrutiny Committees were now required to consider the elements of the report in line with their portfolio areas.

Having regard to compliance actions in relation to schools, it was noted that 93% of schools were compliant, which was noted as the same as the previous year.

Members commented that there was broad compliance but queried whether the same schools were the same ones that were being reported on year on year. The Operational Manager for Human Resources confirmed that this was not the case there was no one particular school each year.

In trying to understand why schools were not compliant, Members questioned whether they were taking the issue as seriously as possible. The Operational Manager advised that there could be a number of reasons for non-compliance. One being the logistics, where teaching staff would move from one area to another there had been problems in receiving the necessary paperwork at the appropriate time, in particular the receipt of necessary employment references prior to commencement taking place. Querying why the paperwork could not be done earlier in the process, the officer advised that the turnaround time for DBS checks, although it was now much quicker than it had been, there were sometimes some issues in validating the person's I.D. which would delay the process and increased non-compliance time.

The follow-up review of corporate arrangements for the safeguarding of children undertaken by the Auditor General for Wales was attached to the reference, with Members noting that recommendation P4 – Proposals for Improvement, was that the Council should consider producing further performance measures for example in respect of safeguarding training compliance to enhance the Annual Safeguarding Report and aid transparency. It was noted that a further report to address the issues for improvement was to be reported to Cabinet and then onto the Scrutiny Committee in due course.

Having considered the report, a Member requested that further detail in relation to the broad reasons of why schools were not compliant, be provided in future reports in order that Members could have an understanding as to why the compliance issues were not being addressed. Although recognising that the risk was low due to the fact that teachers had to be registered with the Education Workforce Council (formerly General Teaching Council). However Members requested that the details be provided in future reports to the Scrutiny Committee. A Member also commented that as far as they were concerned no person should be employed by the Council without the appropriate checks being in place.

It was therefore, subsequently

**RECOMMENDED – to Cabinet**

- (1) T H A T Cabinet be urged to consider a Zero-Tolerance Policy be put in place in relation to DBS checks and all associated checks being received prior to an applicant commencing employment corporately and in schools.
- (2) T H A T future reports to Cabinet and Scrutiny Committee include the reasons for non-compliance with regard to schools as outlined above.

#### Reasons for recommendations

- (1) To ensure that all applicants have the necessary checks in place prior to commencement of employment with the Council.

- (2) In order that Members can understand the reasons behind non-compliance.

### 347 QUARTER 1 2019/20 PERFORMANCE REPORT – CORPORATE HEALTH (MD) –

The Quarter 1 performance results for the period 1<sup>st</sup> April, 2019 to 30<sup>th</sup> June, 2019 in relation to the Council's Corporate Health priorities were presented to the Scrutiny Committee for its consideration.

It was noted that overall, the Council had made good progress in delivering its Corporate Health priorities, contributing to achieving improved outcomes for residents and its customers with an overall Green status for the outcome at Quarter 1 being recorded. 97% of the planned activities aligned to the Council's Corporate Health priorities had been attributed a Green performance status reflecting the exceptional progress made during the Quarter. 3% of the planned actions had been attributed a Red status, it being noted that there was a need to progress key projects and subsequently align the workforce to deliver new models of working as part of the Council's Reshaping Services Programme.

In presenting the report, the Head of Service for Policy and Business Transformation referred to the fact that of the 27 performance measures aligned to the Corporate Health priorities, data was reported for 16 PIs of which a performance status was applicable for 16 measures. 56% i.e. 9 measures were attributed a Green performance status, 6% i.e. 1 measure an Amber status and 38% i.e. 6 measures a Red status.

The Head of Service in referring to the service plan action AA/A044: Further develop provision to address the increasing demand for placements in relation to pupils with Autistic Spectrum Disorders (ASD) and complex social, emotional and behavioural difficulties within the Vale, advised that links had been developed with outside providers to support an enhanced range of education provision to Vale students.

With regard to action PD/IT077: To contribute to the delivery of the Council's Digital Strategy, the integration issues between e-forms and the CRM system had hindered the development of digitally enabled services, however the department had continued to progress some service transformational changes in areas that did not rely on such integration. The Head of Service had also instigated a review of both areas which would be reported to the Committee in due course. Having regard to the provision of a new Performance Management system, this was currently also under consideration but had been held back until the implementation of Microsoft Office 365 i.e. MS365.

Following on from the Committee's previous meetings where Members had raised concerns with regard to service delivery in respect of the Contact Centre (C1V) the Head of Service advised that he had spoken to the Operational Manager who had been requested to put together an action plan that would be presented to Cabinet and the Scrutiny Committee early in the New Year.

Having regard to the action in relation to pupils with Autistic Spectrum Disorder, a Member requested a further report be presented to a future meeting of the Committee to provide the detail of the action and any mitigating circumstances. Having regard to the fact that this was in the main a matter for the Learning and Culture it was suggested that a report would be forwarded to Cabinet and then subsequently to the relevant Scrutiny Committees as appropriate.

Members stated that they welcomed the report which highlighted exceptions, advising that this allowed for considerable scrutiny to be undertaken.

Having regard to CPM/214 and CPM/216, it was noted that the explanations and performance should be reported as the same, with Members being advised that this was a presentation issue that would be rectified. Following a query in relation to the Council Revenue and Capital Programmes, the Head of Service advised that in his opinion this reflected the availability of resources but he would defer to the Section 151 Officer and ensure that the information was presented in future reports.

Following a typographical error in relation to HS/W052, it was noted that the commentary had been included in the wrong box and this would be amended prior to consideration by Cabinet.

Having regard to the action HSC048 to explore the potential for collaboration with Cardiff and Vale College to develop a joint apprentice training programme for construction it was noted that a review of curriculum requirements was due to be completed which would be presented to the Public Services Board as part of the Well-being Plan. A Member requested that an update on the work of the Public Services Board be scheduled for the Committee. It was agreed to look to place this item on the Committee's February agenda.

Members also requested that an update on progress in relation to the provision of a camera car be circulated to all Members of the Council.

Having considered the report and actions outlined above, it was subsequently

#### RECOMMENDED –

- (1) T H A T the progress towards achieving key outcomes in line with the Council's Year 4 priorities for Corporate Health as outlined in the Corporate Plan 2016-20 be noted.
- (2) T H A T the Committee continues to monitor and scrutinise the work of the Public Services Board with regular reports being presented to the Committee.

#### Reason for recommendations

(1&2) Having regard to the progress contained therein and in monitoring performance.

348 1<sup>ST</sup> QUARTER SCRUTINY DECISION TRACKING OF RECOMMENDATIONS AND UPDATED WORK PROGRAMME SCHEDULE 2019/20 (MD) –

The report advised Members of progress in relation to the Scrutiny Committee's recommendations and confirmed the updated work programme schedule for 2019/20. Appendix A to the report detailed the status of uncompleted recommendations for the quarter April to June 2019 and Appendix B detailed the current forward work programme for 2019/20 up to April 2020 for the Committee's consideration.

Having regard to the report, it was subsequently

RECOMMENDED –

(1) T H A T the recommendations deemed as completed below be approved.

<b>11 April 2019</b>	
<p><b>Min. No. 927 – Reshaping Services – Update on Implementation (REF) – Recommended</b>            (2) That Cabinet be advised of the recommendation of the Scrutiny Committee for outlining progress against targets, for an additional Yellow progress status to be added as an option.</p>	<p>Cabinet, on 17<sup>th</sup> June, 2019, noted the comments of the Scrutiny Committee. (Min. No. C7 refers)  <b>Completed</b></p>
<p><b>Min. No. 928 – Proposed Parking Management Policy 2019/20 (REF) – Recommended</b>            (2) That prior to any traffic surveys for residential parking zones, for Ward Members to be consulted on the duration and days that the surveys cover.            (8) That further discussions and consideration of new Traffic Regulation Orders be undertaken, which should be based on more robust data.</p>	<p>Cabinet, on 1<sup>st</sup> July, 2019 resolved that the reports be noted and fed into a comprehensive and in depth review of these matters. (Min. No. C25 refers)  <b>Completed</b></p>
<p><b>Min. No. 929 – Vale of Glamorgan Public Services Board Update (MD) – Recommended</b>            (1) That the Committee's thanks be passed onto the staff and partnership agencies involved with the Public Services Board.            (3) That the work of the Public Services Board is shared with all Councillors and external organisations.</p>	<p>The PSB Annual Report was presented to Scrutiny Committee on 24<sup>th</sup> July, 2019 and is to be shared with all Members and other organisations in September 2019.  <b>Completed</b></p>

<b>27 June 2019</b>	
<p><b>Min. No. 104 – Sickness Absence Report 2018/19 (REF)</b> - Recommended to Cabinet</p> <p>(1) That a future in-depth report be presented to the Committee in relation to the category “other musculoskeletal” detailing the issues involved and training required.</p> <p>(2) That Welsh Government be approached in relation to the promotion of composting.</p> <p>(3) That the private sector data in respect of absence levels be presented to Members and included in future reports to Committee.</p>	<p>Referred to Cabinet meeting on 29<sup>th</sup> July, 2019 and added to work programme schedule.</p> <p>Cabinet, on 29<sup>th</sup> July, 2019 noted the Scrutiny Committee’s comments. Re Recommendation (3) Operational Manager to include data in future reports.</p> <p>(Min. No. C55 refers)</p> <p><b>Completed</b></p>
<p><b>Min. No. 105 – Employee Turnover Report - April, 2018 to March 2019 (MD)</b> – Recommended</p> <p>(1) That the Employee Turnover Report be noted and that further details of employee turnover as outlined at the meeting be included in future reports.</p> <p>(2) That a recruitment report be prepared for future consideration by the Committee.</p>	<p>(1) Officer to include in future reports.</p> <p><b>Completed</b></p> <p>(2) Added to work programme schedule.</p> <p><b>Completed</b></p>
<p><b>Min. No. 106 – 4<sup>th</sup> Quarter Scrutiny Decision Tracking of Recommendations and Proposed Work Programme Schedule 2019/20 (MD)</b> – Recommended</p> <p>(2) That the Work Programme attached at Appendix C be updated and uploaded to the Council’s website and include the reports as outlined below:</p> <ul style="list-style-type: none"> <li>• An in depth report in respect of the “Other Musculoskeletal” category;</li> <li>• a progress update report regarding the Joint Audit Service be presented to the Scrutiny Committee during the next Municipal year.</li> </ul>	<p>Work programme updated and uploaded to the Council’s website.</p> <p><b>Completed</b></p>

(2) T H A T the forward work programme be amended to include that a report in relation to the Contact Centre will be brought to the Scrutiny Committee before April 2020.

(3) T H A T reports in respect of matters being considered by the Public Services Board be presented to the Scrutiny Committee as appropriate.

(4) T H A T the forward work programme be updated and uploaded to the Council's website.

Reasons for recommendations

(1&2) Having regard to discussions at the meeting.

(3) In order that the Scrutiny Committee can scrutinise the activities of the PSB.

(4) For information.