

## CORPORATE PERFORMANCE AND RESOURCES SCRUTINY COMMITTEE

Decision Notice – Hybrid Meeting, 20<sup>th</sup> March, 2024.

The Committee agenda is available [here](#).

The recording of the meeting is available [here](#).

Present: Councillor J. Protheroe (Chair); Councillor E. Goodjohn (Vice-Chair); Councillors G.D.D. Carroll, P. Drake, C.P. Franks, S.J. Haines, S.M. Hanks, Dr. I.J. Johnson, B. Loveluck-Edwards and N.J. Wood.

Also present: Councillor L. Burnett (Executive Leader and Cabinet Member for Performance and Resources).

### AGENDA ITEM 1. APOLOGY FOR ABSENCE –

This was received from Councillor H.C. Hamilton.

### AGENDA ITEM 2. MINUTES –

RECOMMENDED – T H A T the minutes of the extraordinary meeting held on 15<sup>th</sup> February, 2024 and the meeting held on 21<sup>st</sup> February, 2024 be approved as a correct record.

### AGENDA ITEM 3. DECLARATIONS OF INTEREST –

No declarations of interest were received.

### AGENDA ITEM 4. DIGITAL STRATEGY REVIEW - VALE OF GLAMORGAN COUNCIL (DCR) -

RECOMMENDED –

(1) T H A T the findings arising from the review of the Council's Digital Strategy (Appendix A), the response to the review findings and Audit Wales's recommendations (Appendix B) be noted.

(2) T H A T the report be referred to Governance and Audit Committee and thereafter to Cabinet for their oversight and endorsement of the proposed Council actions (Appendix B) to address the recommendations, with the following comments from Scrutiny:

- The report should include further emphasis on the use of Artificial Intelligence (A.I.) and the opportunities this could bring to the Council, including the use of external sources to help and advise on exploiting these.
- To build on the Audit Wales recommendation concerning the importance of developing Horizon Scanning to inform its strategic approach to digital.
- That the typographical error on page 2 of the report, concerning the organisational response and the completion date for ensuring the Head of Digital was a member of the Strategic Leadership Team be amended (it was currently showing as January 2023).

Reason for recommendations

(1&2) Having regard to the contents of the report, as well as the discussions at the meeting.

AGENDA ITEM 5. ANNUAL WHISTLEBLOWING REPORT (REF) -

RECOMMENDED – T H A T the reference from the Governance and Audit Committee and the appended report concerning the Annual Whistleblowing Report and in particular, recommendation (5) of the reference, be noted.

Reason for recommendation

Having regard to the contents of the reference and report, as well as the discussions at the meeting, subject to a further report, based on recommendation (5) of the reference and concerning the Whistleblowing Policy being considered as part of the review of mandatory training for staff, being referred to the Corporate Performance and Resources Scrutiny Committee.

AGENDA ITEM 6. QUARTER 3 REVENUE MONITORING 2023/24 (REF) –

RECOMMENDED –

(1) T H A T the position with regard the Authority's 2023/24 Revenue Budget be noted.

(2) T H A T the Budget Virements for 2023/24 presented in the report be noted.

Reason for recommendations

(1&2) Having regard to the contents of the reference and report, as well as the discussions at the meeting.

AGENDA ITEM 7. CAPITAL MONITORING FOR THE PERIOD 1<sup>ST</sup> APRIL TO 31<sup>ST</sup> DECEMBER, 2023 (DCR) –

RECOMMENDED –

- (1) T H A T the progress made on delivering the 2023/24 Capital Programme within the remit of the Committee be noted as attached in Appendix 1 to the report.
- (2) T H A T the use of Delegated Authority within the remit of the Committee, as set out in the report be noted.
- (3) T H A T the use of Emergency Powers within the remit of the Committee, as detailed in Appendix 1 attached to the report, be noted.
- (4) T H A T the changes to the 2023/24 Capital Programme and future years Capital Programme within the remit of the Committee, as set out in the report be noted.

Reason for recommendations

- (1-4) Having regard to the contents of the report, as well as the discussions at the meeting.

AGENDA ITEM 8. ORACLE IMPLEMENTATION UPDATE (DCR) -

RECOMMENDED –

- (1) T H A T the report be deferred to a special meeting of the Corporate Performance and Resources Scrutiny Committee.
- (2) T H A T a presentation be provided to the Committee, to accompany the report, and to include the chronology of, and background to, the implementation of the new Oracle system and relevant contract.

Reasons for recommendations

- (1) In order that the Committee has sufficient time to scrutinise this report adequately and thoroughly.
- (2) To provide the Committee with a greater understanding of the background and timeline for the implementation of Oracle.

AGENDA ITEM 9. ANNUAL DELIVERY PLAN MONITORING REPORT:  
QUARTER 3 PERFORMANCE 2023/24 (DCR) -

RECOMMENDED –

- (1) T H A T the Q3 performance results and progress towards achieving the Annual Delivery Plan 2023/24 commitments as aligned to the Council's Corporate Plan Wellbeing Objectives within the remit of the Committee be noted.
- (2) T H A T, following the consideration of the remedial actions to be taken to address areas of underperformance and to tackle the key challenges identified within the remit of the Committee, the following comments from the Committee be referred to Cabinet for their consideration:
  - Committee raised concerns around the Vale of Glamorgan Council's increasing reliance on external funding for core aims and critical challenges, including non-statutory areas and services (i.e. Project Zero).
  - Committee suggested tying in with the work currently being undertaken by the Committee's Task and Finish around the Procurement Strategy, in relation to scope 3 carbon emissions, etc.
  - The Committee welcomed the imminent re-introduction of the RAG rating for performance of the Annual Delivery Plan.
  - The Committee asked for a report to be provided concerning recruitment and retention of staff at the Council, including staff in local schools.

Reasons for recommendations

- (1) Having regard to the contents of the report, as well as the discussions at the meeting.
- (2) For consideration by the Cabinet and the Director of Corporate Resources.

AGENDA ITEM 10. SERVICE PLANS AND PERFORMANCE TARGETS TO  
DELIVER THE VALE OF GLAMORGAN COUNCIL'S ANNUAL DELIVERY PLAN  
2024/2025 (DCR) -

RECOMMENDED –

- (1) T H A T the planned service activities for 2024/25 as they related to the remit of this Committee be endorsed (attached at Appendix A to the report).
- (2) T H A T the proposed measures and service performance targets for 2024/2025 relating to the remit of this Committee be endorsed (attached at Appendix B to the report)
- (3) T H A T the following comments be considered by the Director of Corporate Resources regarding Service Plans and Performance Targets:

- Consideration be given to ensure that the performance indicators around corporate complaints remained sufficiently robust, including an indicator detailing satisfaction on how complaints were handled.
- To include performance indicators in relation to how many residents were actively engaging with the Council's Communications Team.
- To also look at strengthening and greater quantifying of performance indicators / actions around promoting equality and diversity within the Vale of Glamorgan, as well as ensuring that those indicators concerning decarbonisation were robust and tied in with the Council's Carbon Management Plan.
- To ensure that wider diversity and protected characteristics, i.e. disability were considered and duly represented as part of future performance indicators.
- The importance of having both qualitative and quantitative performance indicators in order to properly analyse the success of the relevant Council measures and services.
- It was essential to minimise the use of jargon in terms of the Service Plans and Performance Targets and to fully explain the meaning of the acronyms that were used.
- To ensure that wider environmental targets and indicators were considered, as well as those concerning decarbonisation.

#### Reasons for recommendations

(1&2) Having regard to the contents of the report, as well as the discussions at the meeting.

(3) For the Director of Corporate Resources to consider, in order to ensure the Council's Corporate Plan Performance Measurement Framework identified a relevant set of performance measures and targets against which the Annual Delivery Plan could be monitored and measured during 2024/2025.