

Vale of Glamorgan Council

Healthy Living and Social Care Scrutiny Committee: 11th September 2018

Report of the Director of Social Services

Vale of Glamorgan Annual Report (Improvement Plan Part 2) 2017/18

Purpose of the Report

1. To present the draft Vale of Glamorgan Annual Report (Improvement Plan Part 2) 2017/18, which outlines our progress towards achieving the Council's Well-being (Improvement) Objectives agreed in April 2017. The report also outlines the Council's performance for 2017/18 on a range of services relative to all other Welsh local authorities as published by the Local Government Data Unit (now Data Cymru). It also incorporates our Annual Improvement Report from the Auditor General Wales which summaries the audit work undertaken in the Council during the period 2017 to 2018.

Recommendation

That Members consider and endorse via recommendation to Cabinet, the Vale of Glamorgan Annual Report (Improvement Plan Part 2) 2017/18.

Reason for the Recommendation

To ensure the Council fully discharges its duties under both the Well-being of Future Generations (Wales) Act 2015 (WBFG) and the Local Government (Wales) Measure 2009 (LGM) to publish an annual review of council performance against its Well-being (Improvement) Objectives.

Background

2. The Corporate Plan is our key means of complying with the WBFG Act and the LGM, which requires the Council to set Well-being (Improvement) Objectives annually and demonstrate continuous improvement. The Plan sets out the Council's eight Well-being Objectives for 2016-2020 as well as its vision and values with reference to the WBFG Act and has been informed by local needs and available resources and incorporates the views of residents, partners and staff.

3. In April 2017, Cabinet endorsed the Corporate Plan Well-being Objectives and associated priority actions for 2017/18 as the Council's Improvement Objectives for 2017/18. This ensured that the Council continued to discharge its duties to publish its Well-being (Improvement) Objectives under the WBFG (Wales) Act and the LGM.
4. Since May 2016, work has continued with officers and Members through the Member Working Group to further develop and enhance our Performance Management Framework arrangements and performance reporting in line with our duties as outlined in the WBFG (Wales) Act and the LGM with reference to the wider local government agenda.
5. Following a review of the annual improvement planning and monitoring timetable and the supporting plans in May 2018, we have taken the opportunity to further streamline the content and format of some of our plans/reports which has enabled us to rationalise the number produced and reduce the level of duplication. Going forward, a more simplified approach will also enable us to utilise the streamlined information for multiple purposes whilst continuing to meet our statutory requirements for improvement planning and reporting. Doing so is consistent with the latest guidance produced by the Wales Audit Office and the Office of the Future Generations Commissioner to ensure these reports are understandable and accessible.
6. In June 2018, consideration was given by the Member Working Group to proposed changes to the annual improvement planning and monitoring timetable and Members were supportive of the proposed simplified approach which will reduce the number of performance related reports that Scrutiny Committees considered as well as the level of duplication due to timing of reports. Group members were also supportive of the proposed report structures aimed at providing a more accessible view of performance. Cabinet subsequently endorsed the changes to the Council's annual improvement planning and monitoring timetable on 30th July 2018 and the report is referenced in the background papers to this report.

Relevant Issues and Options

7. In line with the changes to the annual improvement planning and monitoring timetable, the Annual Report for 2017/18 now combines the current end of year (quarter 4) performance reports and the Improvement Plan Part 2 into one document, to produce a Vale of Glamorgan Annual Report 2017/18. This eliminates the need for separate end of year reports to Scrutiny Committees in July and the Part 2 in September. The new style report provides a comprehensive annual review of the previous year's performance by Well-being Outcome and Objective and also incorporates our statutory reporting requirements including; outlining overall Council contribution to the national well-being goals; a comparison of our performance using national benchmarking data where available; progress against our strategic collaborations; what our auditors say about us; how we have used our resources and how we have engaged with our residents.
8. The Annual Report also provides an opportunity to start the process of reviewing our Well-being (Improvement) Objectives in order to ensure they remain relevant in line with legislative requirements. Confirmation of our Well-being Objectives will be outlined in the Council's forward-looking Corporate Plan Annual Delivery Plan (and Improvement Plan Part 1) in April 2019.

9. The majority of the information contained within the Annual Report has been informed by the quarterly Well-being Outcome performance reports which were considered by all Scrutiny Committees and Cabinet throughout the year.
10. The Vale of Glamorgan Annual Report (Improvement Plan Part 2) 2017/18 can be viewed via the following link: [Vale of Glamorgan Annual Report](#). Hard copies are available from the Member's Room for inspection.

Corporate Plan Well-being Objectives Performance Summary

11. Based on our evaluation of progress at end of year, we have concluded that overall, the Council has made strong progress in achieving the majority of the outcomes intended in our Well-being (Improvement) Objectives for 2017/18, despite challenging financial times and increasing demand for our services, giving an overall performance (or RAG) status of **AMBER** for the Corporate Plan. On balance we have delivered on the majority of our planned activities for the year which is contributing to achieving our Corporate Well-being priorities and the well-being of Vale of Glamorgan citizens. However, these remain long term strategic priorities for the Council and the success achieved in 2017/18 represents the start of what will be a long programme of initiatives aimed at working towards building 'strong communities with a bright future', the long term vision of the Council.
12. 3 out of 4 Corporate Plan Well-being Outcomes ('An Inclusive and Safe Vale', 'An Environmentally Responsible and Prosperous Vale', and 'An Aspirational and Culturally Vibrant Vale) were attributed an overall Amber performance status and the final (An Active and Healthy Vale) a Green status.
13. A Green performance status was attributed to two (Valuing culture and diversity and Encouraging and promoting active and healthy lifestyles) out of the eight Corporate Plan Well-being (Improvement) Objectives to reflect the excellent progress that has been made with the delivery of planned activities relating to the aligned Corporate Plan priorities. Strong progress was also made in the remaining 6 Well-being (Improvement) Objectives, resulting in an Amber performance status being assigned at end of year. In relation to Corporate Health, we continue to make excellent progress in the context of supporting Council services in the implementation of its Corporate Plan priorities or Well-being (Improvement) Objectives and this is reflected in the Green performance status achieved at end of year.
14. We have also concluded that the strong progress made in delivering our year 2 priorities as outlined in the Corporate Plan 2016-20, has contributed positively to the national Well-being Goals for Wales. Our achievements to date demonstrate our commitment to improving the social, economic, environmental and cultural well-being of our citizens and promoting the principles of sustainable development in all our activities.

Healthy Living and Social Care

15. Pages 92 to 94 in the Annual Report gives an overview of performance at end of year 2, April 2017 - March 2018, in achieving our Corporate Plan Well-being Objectives relating to Well-being Outcome 4, 'An active and healthy Vale'.
16. For each of the two Well-being Objectives aligned with Outcome 4 ('Encouraging and promoting active and healthy lifestyles' and 'Safeguarding those who are vulnerable and promoting independent living'), the annual review incorporates a performance

snapshot and provides progress in detail in relation to our achievements, challenges and risks. This can be viewed on pages 94 to 121 of the attached Annual Report.

17. 88% (49 out of 56) of Corporate Plan activities aligned to year 2 of the Corporate Plan have been successfully delivered. 80% of performance measures associated with the Well-being Outcome met or exceeded target (green status) and two measures were within 10% of their target (amber status). A further two measures two measures missed their target by more than 10% resulting in a red status. As a result of our consistent performance, this has resulted in an overall **Green** performance status for the Well-being Outcome at end of year.
18. In response to reducing budgets and the growing demand for our social care services, we are working closely with our health partners and the voluntary and third sector to join up and integrate health and social care services and we are also working towards pooling our budgets with health partners.
19. By putting well-being at the heart of service delivery we have been able to innovate and develop services that are more targeted and focused on the needs of individuals, which has enabled us to focus on what really matters. Our success to date has been achieved by working effectively in collaboration with our partners in order to deliver the priorities outlined within this Outcome of the Corporate Plan. Going forward into year 3 of the Corporate Plan we will endeavour to further strengthen our existing achievements to date, whilst seeking out further opportunities and ways of working that will promote the health and Well-being of our citizens.

Local Government Performance Benchmarking Data 2017-18

20. Each year, the Local Government Data Unit (Data Cymru) publishes local authority performance information on a range of services, highlighting areas where there have been notable changes in the overall level of performance. This makes it possible to compare the performance of the 22 Welsh local authorities across those services.
21. Overall we are performing well in performance indicators across all service areas and once again, for the fourth consecutive year, we have been the top performing Council in Wales in relation to the national indicator set. The following table demonstrates our performance in comparison with the remaining 21 local authorities.

	Upper quarter (1)		Upper middle quarter (2)		Lower middle quarter (3)		Lower quarter (4)		N/A		Points	Rank
	#	%	#	%	#	%	#	%	#	%		
Vale of Glamorgan	9	50	7	39	1	6	1	6	0	0	60	1
Denbighshire	6	33	6	33	4	22	2	11	0	0	52	2
Gwynedd	8	44	3	17	3	17	4	22	0	0	51	3
Monmouthshire	8	44	1	6	6	33	3	17	0	0	50	4
Cardiff	7	39	4	22	2	11	5	28	0	0	49	5
Carmarthenshire	6	33	4	22	4	22	4	22	0	0	48	6
Flintshire	6	33	3	17	6	33	3	17	0	0	48	6
Isle of Anglesey	5	28	5	28	5	28	3	17	0	0	48	6
Gonwy	4	22	6	33	5	28	3	17	0	0	47	9
Powys	6	33	4	22	3	17	4	22	1	6	46	10
Swansea	2	11	8	44	6	33	2	11	0	0	46	10
Ceredigion	7	39	0	0	4	22	7	39	0	0	43	12
Merthyr Tydfil	5	28	4	22	2	11	7	39	0	0	43	12
Newport	3	17	5	28	5	28	5	28	0	0	42	14
Caerphilly	4	22	4	22	3	17	7	39	0	0	41	15
Pembrokeshire	2	11	7	39	4	22	4	22	1	6	41	15
Bridgend	2	11	5	28	7	39	4	22	0	0	41	15
Torfaen	3	17	5	28	3	17	7	39	0	0	40	18
Neath Port Talbot	5	28	1	6	4	22	8	44	0	0	39	19
Blaenau Gwent	5	28	0	0	4	22	9	50	0	0	37	20
Wrexham	3	17	3	17	4	22	8	44	0	0	37	20
Rhondda Cynon Taff	2	11	5	28	3	17	7	39	1	6	36	22

Note: The above table contains data for 18 performance indicators published by Data Cymru in August 2018. This excludes two waste management PIs for which data has

recently become available but is yet to be formally published. The data for these two additional measures are included in the summary analysis below.

22. Pages 155-165 of the Vale of Glamorgan Annual Report details how we performed against the 2017/18 national performance dataset in comparison with the previous year and with other local authorities in Wales.
23. We collected and reported data on 26 national performance indicators in 2017/18 (this figure does not include 6 social services measures which will be published separately by Welsh Government in October 2018. Of the 20 indicators, 14 have data that can be compared with the previous year (this includes the two waste measures) which show that:
 - 43% (6) improved
 - 50% (7) declined
 - 15% (3) achieved best possible performance
 - Performance remained static in 7% (1) indicator.
24. The areas we performed best (ranked 1st in Wales) were, participation in leisure activities, highway cleanliness standards and responding to fly tipping incidents. We also recognise improvements can be made to those areas where we are performing in the lower to bottom quartiles when compared with the rest of Wales. These areas related to the condition of our roads and participation in recycling waste.
25. There are four quartiles of performance which relate to 'Upper Quarter (1st), Upper middle quarter (2nd), lower middle quarter (3rd) and lower quarter (4th)'. For example, the upper quartile is the highest 25% of performance (also known as the 75th percentile) whereas the lower quartile represents the lowest 25% of performance (or the 25th percentile). In relation to the 2017/18 national measures, there are 20 measures where a quartile could be applied. The data showed that:
 - 50% (10) indicators were in the upper quartile of performance for 2017/18, compared to 36% reported in the upper quartile for their performance in 2016/17.
 - 35% (7) indicators were in the upper middle quartile (2nd) during 2017/18 compared with 29% of indicators in 2016/17.
26. The percentage of indicators in the lower middle quartile position has increased slightly from 7% (1) in 2016/17 to 10% (2) during 2017/18. These areas related to PAM/030 (percentage of municipal waste collected by local authorities sent to landfill) which has slipped from quartile 2 in 2016/17 to quartile 3 in 2017/18 showing a steady decline in performance and PAM/022 (percentage of C roads that are in overall poor condition).
27. The percentage of indicators in the bottom quartile has decreased from 29% (4) just 5% (1) during 2017/18. This related to PAM/020 (Percentage of 'A' roads that are in overall poor condition).
28. In terms of Welsh averages, we performed better than the average in all but 2 (90%) of our 20 measures. The only indicators that were below average were PAM/016 (visits to public libraries during the year per 1,000 population) and PAM/0120 (percentage of principal A roads that are in overall poor condition).
29. The Vale of Glamorgan has also performed solidly when compared to the South East Wales averages with 67% (12) of our measures performing better than the SE Wales average.

Vale of Glamorgan Annual Improvement Report 2017-18

30. In line with the requirements of the Local Government (Wales) Measure 2009, the Auditor General Wales is required to produce an annual report on Welsh councils and other public bodies entitled, the 'Annual Improvement Report (AIR)' which summaries the audit work undertaken during the period 2017 to 2018. The report brings together the key findings from all audit work undertaken in the Council during 2017-18 including those of other inspection and regulatory bodies such as Estyn (Her Majesty's inspectorate for schools in Wales) and Care and Social Services Inspectorate Wales (CSSIW).
31. The Wales Audit Office (WAO) report findings were generally positive and concluded that overall the Council is meeting its statutory requirements in relation to continuous improvement. A number of proposals for improvement were made specifically focusing on strengthening scrutiny arrangements within the Council to enable us to respond to future challenges and have greater impact. Further strengthening our arrangements for Scrutiny remains a priority for the Council as identified in the Council's Annual Self-Assessment and work is underway to address these.
32. Further strengthening our arrangements for Scrutiny remains a priority for the Council as identified in the Council's Annual Self-Assessment and work is already underway with the Chairs and Vice Chairs of Scrutiny Group to develop an action plan to address these proposals. The action plan will be reported to the Corporate Performance Resources Scrutiny Committee in due course and incorporated within the Insight Board's Tracker. These proposals will be monitored by the Insight Board and reported to Scrutiny Committees and the Audit Committee as work to address them progresses.
33. A copy of our Annual Improvement Report for 2017/18 is attached at [Appendix 1](#) and can also be viewed at our website www.valeofglamorgan.gov.uk

Resource Implications (Financial and Employment)

34. In determining its priorities the Council has been mindful of the economic situation locally and nationally and taken into account legislation changes and government policy. Our Well-being (Improvement) Objectives are set out in the Corporate Plan 2016-20 and Service Plans either have resources committed to their achievement (Medium Term Financial Plan and annual budget review) or the likely prospect of such resources being made available in the period of the plan.

Sustainability and Climate Change Implications

35. Sustainability issues, reflecting the Sustainable Development principle introduced by the Well-being of Future Generations (Wales) Act 2015, have been taken into account as part of the process in developing our Wellbeing (Improvement) Objectives.

Legal Implications (to Include Human Rights Implications)

36. Publishing the Vale of Glamorgan Annual Report (Improvement Plan Part 2) 2017/18 discharges our statutory duty under the Well-being of Future Generation (Wales) Act 2015 and Local Government (Wales) Measure 2009, to report progress against our Well-being (Improvement) Objectives and demonstrate continuous improvement.

Crime and Disorder Implications

37. Activities to improve community safety are included in the Corporate Plan and one of the Well-being Outcomes is 'An Inclusive and Safe Vale' with a supporting objective 'providing decent homes and safe communities'. The Council's Performance Management Framework supports the delivery of actions associated with these objectives.

Equal Opportunities Implications (to include Welsh Language issues)

38. An Inclusive and Safe Vale' is one of the Well-being Outcomes in the Corporate Plan with a supporting objective 'reducing poverty and social exclusion'. There is also a Well-being Outcome 'An Aspirational and culturally vibrant Vale' with a supporting action 'valuing culture and diversity'. The Council's Performance Management Framework supports the delivery of actions associated with these objectives.
39. A scoping for Equalities Impact Assessment was undertaken as part of the process for selecting developing our Well-being (Improvement) Objectives. A summary document provides members of the public with an opportunity to become aware of the Council's performance and will be produced bilingually.

Corporate/Service Objectives

40. The Corporate Plan 2016-20 reflects the requirements of the Well-being of Future Generations (Wales) Act 2015 and identifies 4 Well-being Outcomes and 8 Objectives for the Council. These promote improvements in the economic, social and cultural well-being of residents in the Vale of Glamorgan which in turn will contribute to achieving the Well-being goals for Wales.
41. The Council's Performance Management Framework supports the delivery of all of the Council's Corporate Plan Well-being Outcomes and Objectives (which are also its Improvement Objectives).

Policy Framework and Budget

42. The Vale of Glamorgan Annual Report (Improvement Plan Part 2) 2017/18 forms part of the Council's approved Policy Framework and is required to be agreed by Full Council.

Consultation (including Ward Member Consultation)

43. A wide range of stakeholders including Elected Members, our key partners, local businesses, the third sector and Vale residents were involved in developing the Council's Well-being (Improvement) Objectives for 2017/18.

Relevant Scrutiny Committee

44. All.

Background Papers

45. [Proposed Changes to the Annual Improvement Planning and Monitoring timetable and Supporting Plans](#)

Contact Officer

Julia Archampong, Corporate Performance Manager

Officers Consulted

All relevant officers have been consulted on the contents of this report including:

Corporate Management Team

Head of Performance & Development

Operational Manager Performance & Policy

Heads of Service

Responsible Officer

Lance Carver, Director of Social Services and Sponsoring Director for Well-being Outcome
4, 'An Active and Healthy Vale'