

My Ref: Scrutiny/Correspondence/Cllr Groves

18 May 2015

Councillor Graham Hinchey
Cabinet Member (Corporate Services & Performance)
C/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Graham

Community & Adult Services Scrutiny Committee Meeting – 13 May 2015

You may be aware that at the above meeting Members considered the Quarter 4 performance reports for Communities & Housing and Health & Social Care. This is the first time the Committee has relied solely on the corporate performance reports, having ceased to receive the bespoke reports developed by the Committee and relevant service areas, at the request of officers.

In the spirit of assisting improvement, Members have the following observations to make on the corporate performance reports:

- Members understand that these reports are Quarter 4 reports as opposed to the final report for 2014/15; however it would be helpful for this to be explicitly stated to avoid confusion.
- Following on from the above point, the RAG status used in the report sometimes seemed to refer to the Quarter 4 performance but at other times are based on the 2014/15 performance e.g. HHA/002 is marked as Red when the Quarter 4 performance was within target and therefore should have been marked as Green. This inconsistency is confusing and affects the ability to quickly use the RAG system, which rather negates its purpose.
- Members believe it would be preferable to write Red, Amber, Green in the box (as relevant) rather than use colour, to assist with copying of papers and viewing them online, when the amount of colour can prove problematic on the tablet screen size that Members have.
- Members found the layout of the report problematic, with some Directorate information in the front-end of the report and other information in the Directorate specific section. Having to navigate between these is an unnecessary distraction and does not assist focus on Directorate issues.
- Members agreed to receive only the corporate performance reports on the proviso that the performance indicators we have previously received were incorporated into the corporate performance reports. Unfortunately, this did

not happen and, whilst officers supplied these separately, Members would prefer that the indicators be incorporated into the corporate reports, to ease navigation and focus. Many of these indicators are national indicators, which Members believe should be in the Corporate reports. This Committee scrutinises these indicators as part of ensuring strong internal challenge, as expected by auditors, regulators and inspectors.

Members would be very grateful if you could task officers to reflect on the above and amend future reports accordingly. Members also understand that new performance indicators are likely in 2015/16 for Housing and Health & Social Care and have requested (in a letter to Councillor Elsmore dated 15th May 2015) to be involved in the selection of which of these indicators come to the Committee for scrutiny.

I hope you find the above of use in continuing the work to improve performance monitoring and management across the Council, which this Committee is committed to assisting; Committee Members fully intend to continue playing an active role in providing strong internal challenge and relaying our comments, observations and recommendations to the relevant Cabinet Members.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'D. Groves', is centered on a light blue rectangular background.

COUNTY COUNCILLOR DAVID GROVES

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Councillor Elsmore

Sarah McGill

Matthew Swindell

Martin Hamilton

Cheryl Cornelius