

My Ref: MWD/HS

Your Ref:

Date: 3rd September 2012

Councillor Elizabeth Clark  
Chair, Policy Review & Performance Scrutiny Committee  
4 Denbigh Street  
CARDIFF  
CF11 9JQ

Dear Councillor Clark,

**RE: Policy Review & Performance Scrutiny Committee - Performance Quarter 4**

Thank you for your letter regarding the above matter which was addressed to the Leader of the Council. As the performance period under consideration fell before the New Administration took office, it is considered appropriate, on this occasion, for me to respond on the Leader's behalf.

Your letter set out a number of concerns and observations under nine headings and I deal with each of these matters in turn.

**Reporting Approach**

Thank you for your comments regarding the Committee's opportunity to consider this report prior to Cabinet on this occasion. I can confirm that, whilst the Leader was content for this to be the position for this particular report, in future, all such reports will be considered by the Cabinet prior to being made available for Scrutiny Committees for their consideration.

Cabinet have requested that consideration be given to a new format for future quarterly reports and I will be happy to discuss with yourself and the Committee whether any such new format meets the requirements of your Committee with regard to the over arching monitoring of the Council's Performance.

**Presentation/Format**

This point is noted and understood.

**PLEASE REPLY TO:** Head of Scrutiny, Performance and Improvement,  
County Hall, Cardiff CF10 4UW Tel: (029) 2087 2406  
e-mail: m.davies@cardiff.gov.uk

## **Management or Monitoring**

I note the concerns set out in your letter regarding individual Performance Management via the Personal Performance and Development Review arrangements. Whilst I can confirm that all Council Staff are accountable for their Performance, I have passed your comments regarding a potential balanced score card approach for Chief Officer's Performance to Philip Lenz, Corporate Chief Officer.

## **Trend Analysis**

As stated above, the content and format of future Quarterly Reports is currently being reviewed and the Committee will be informed of any changes in due course. However, with regard to the specific information requested, I have arranged for this information to be provided to Committee Members, under separate cover, in due course

## **Targets**

As stated above, the content and format of Quarterly Reports is currently under review and these comments will be taken into consideration as part of that review.

## **Quality of Content/Data**

I can confirm that the comments set out in this paragraph will be passed to the appropriate Scrutiny Committees for their potential consideration.

## **Sickness Absence Monitoring**

I can confirm that, in view of comments made at the meeting, an analysis was subsequently undertaken regarding differences in the reported period from previous Q4 trends. I understand that the term "*which is likely*" was used in the report to suggest that single status may have been a contributing factor.

The data for Q4 2011/12 was compared to the trend data for Q4 in previous years which indicates that Q4 for 2011/12 showed an increase in sickness days higher than any previous Q4 result in the previous five years. The key difference, in terms of significant events/potential influencing factors was single status and further research is being undertaken as to whether there was also an increase in calls to the employee counselling service during this period.

The Committee will wish to note that the results for Q3 2011/12 were almost on target for hitting the 5% reduction (4.1% reduction at Q3). However, by the time the Q4 results were in we had gone significantly over target - hence the suggestion that a likely contributing factor in Q4 2011/12 may have been Single Status. I hope that clarifies the position and eases some of the Committee's concerns.

**Single Status – Appeals Process  
Future Work Programming**

With regard to the final two headed paragraphs of your letter - Single Status – Appeals Process and Future Work Programming – I have noted your comments set out in the letter and do not believe these require a response.

Finally, I would like to thank you and the Members of your Committee for your helpful comments and observations and would reiterate my offer to provide the Committee with further information relating to any areas within my responsibility.

Yours sincerely,

**MIKE DAVIES**  
Head of Scrutiny, Performance and Improvement