

**QUARTER TWO - PERFORMANCE REPORT FOR 2019/20**

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**Purpose of Report**

1. To present the Performance Reports for Quarter 2 (July-Sep) of 2019-20. The Performance Report for People & Communities: Housing & Communities is attached at **Appendix A**; and the Performance Report for Adult Social Services is attached at **Appendix B**.
2. At this Scrutiny Committee meeting, Members will be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

**Background to Performance Reports**

3. The Council's Performance Management Framework includes the production of quarterly Performance Reports designed to provide an overview of directorate performance. Effective scrutiny of performance is an important component of the framework as it provides the opportunity to challenge performance levels, and helps the Council reprioritise efforts to secure the delivery of the Council's priorities and targets.
4. Since 2015, the Community & Adult Services Scrutiny Committee has scrutinised (in the most part) performance via a Performance Panel. The approach was for the Panel to receive and consider the performance reports in detail, and, based on areas of interest or concern, identify whether these should be considered by full Committee. In addition, Members of the Panel would also undertake "Deep Dives" into areas of performance and report its findings to the full Committee.

## **Quarter 2 Delivery and Performance**

5. The following Quarter 2 Directorate Performance reports are included as the following Appendices:

- **Appendix A** – People & Communities
- **Appendix B** – Adult Social Services

6. A Key part of performance management is the review of performance indicators which are included within the attached reports.

7. The Quarter 2 performance reports are structured to reflect the following priorities:

### **People & Communities:**

- Progress against the Corporate Plan (page 2)
- Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Up (page 3-4)
- Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older (pages 5–6)
- Progress by Wellbeing Objective: Supporting People Out of Poverty (pages 7-9)
- Progress by Wellbeing Objective: Safe, Confident & Empowered Communities (pages 10 – 12)
- Progress by Wellbeing Objective: Cardiff Grows in a Resilient Way (page 13)
- Key Directorate Progress / Good News (page 14)
- Key Directorate Challenges (pages 15)

### **Adult Social Services:**

- Executive Summary (pages 2-3)
- First Point of Contact & Prevention (pages 4-8)
- Assessment & Outcome Focussed Care Planning (pages 9-15)
- Commissioning & service Provision (pages 16-19)
- Safeguarding (Adult) (pages 20-23)
- Managing People, Resources, Systems and Processes (pages 24-26)
- Quality of Practice (pages 27-29)
- Additional Information & Corporate Plan KPIs (pages 30-50)

## Previous Scrutiny

8. Members undertook Scrutiny of Quarter 1 2019/20 performance during its September meeting. Members are reminded that under the People & Communities directorate concerns were raised about;

- The Amber RAG status for the Council House build target (as a result Members recommended that any known challenges or variables which may be expected or apparent are detailed in reports going forward).
- How social isolation for single adults who live alone is addressed (Members received a subsequent briefing note on this matter).
- How the in house team is being expanded with particular reference to the avenue of utilising apprenticeships.

For Adult Social Services, Members raised concerns regarding:

- Capacity issues being adequately addressed.
- Sickness rates.
- Members also requested that the annual figure for delayed transfers of care 2019/20 (2.33) be revisited to a more realistic figure and;
- Formatting of the report to ensure all axes and tables title are all encompassed together on one page and comparable data from previous years is also provided.

For ease of reference the letters sent following 2019/20 Quarter 1 scrutiny and the subsequent responses are attached to this report as **Appendix C**.

9. At this meeting, the following Members and Officers will be in attendance:

### People & Communities

Councillor Lynda Thorne, Cabinet Member for Housing and Communities will be in attendance and may wish to make a statement on the scrutiny of People & Communities performance. Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Wellbeing is unable to attend and has sent apologies to the meeting – a statement by the Cabinet Member is to be circulated to Members of this Committee.

Sarah McGill Corporate Director - People & Communities will take Members through the results as set out in **Appendix A** and will also answer Members' questions on People & Communities performance.

#### Adult Social Services

Officers from the Adult Social Services directorate, will take Members through the results as set out in **Appendix B** and will also answer Members' questions on Adult Social Services performance. The presentation which will be delivered is attached to this report as **Appendix D**. As mentioned above, Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Wellbeing is unable to attend and has sent apologies to the meeting – a statement is to be circulated to Committee Members.

### **Way Forward**

10. Members are invited to consider the information set out in the attached Appendices and to:

- Provide any comments and observations to the Cabinet.
- Identify any issues that may require more detailed scrutiny or items for inclusion on the future work programme.

## **Legal Implications**

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATION**

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting;
- b. Report any comments, observations or recommendations to the Cabinet.

**DAVINA FIORE**

**Director of Governance and Legal Services and Monitoring Officer**

**10 Dec 2019**