

Scrutiny comments and observations for further consideration

Corporate Plan observations

REF/PAGE	Observation/for further reflection
WBO1	<i>Cardiff is a great place to grow up</i>
S1.3	Commend approach to schools re-opening and schools recovery plan. What are the implications for children & young people in relation to mental health and well-being? Draft Cabinet report to scrutiny in March.
K1.22	Placements closer to home – requested an update and pointed to CYPSC Inquiry report recommendations. Acknowledge scale means will take a number of years – pleased there is progress.
K1.25	Improved outcomes for vulnerable children and young people – note better connection between steps and KPI's on outcomes for young people. Need to be ambitious.
S1.20	Support for children and young people at lower level of vulnerability, who may slip through the net. Panel disappointed there is no reference to a combined assessment of young people at an early stage to avoid homelessness etc. Note work of the Vulnerable Learner Assessment Panel. Request you take another look.
K1.7	Why is there a delay in setting the target and reporting the result? Note updated since draft Corporate Plan shared with Scrutiny Chairs – now includes latest provisional data from Careers Wales, for October 2020.
K1.8	As above
K1.33	Check latest result - Covid gridlock? Proposed target for 2021/22 reduced however would benefit from a footnote explanation.
WBO2	<i>Cardiff is a great place to grow older</i>
19	Progress made - Social isolation and quality of life for older people - In order to better reflect the reach of the programme and workings of the council, consider expanding the narrative on the bullet point ' <i>Virtual platforms have been developed to help address social isolation and enhance quality of life for older people within the constraints created by Covid-19</i> ' to include methods and practices being used such as the online events learning.
S2.4	Work with partners to prevent hospital admissions and reduce the need for care - Due to the importance of this commitment, and that some data linked to this work is currently suspended (for instance delayed transfers of care) consider developing one clearly defined, all-encompassing KPI linked to this commitment which will help better determine and demonstrate the success and achievability of this target. Possibly Telecare?

Scrutiny comments and observations for further consideration

K2.9, K2.10 K2.11	Dementia & Age Friendly city Consider re-organisations of KPIs. KPIs currently on pg 25 only relate to dementia targets surrounding dementia – consider re-organisation in order to ensure the KPIs displayed are more encompassing and better aligned to the narrative on pages 24-25.
WBO3	<i>Supporting people out of poverty</i>
K3.4 K3.5 K3.6	Increased targets for Into Work services - Members queried whether sufficient resources in place to deliver and achieve targets. Note response that Welsh Government monies secured to increase Into Work service capacity.
K3.11	Would be useful to have additional indicator that monitors the number of <u>employees</u> in Cardiff that had uplift to Living Wage. Note Cllr Weaver offered to share Real Living Wage Plan with E&C Scrutiny Committee Members, which includes this and the value of the uplift to the local economy.
K3.13 K3.15	The total number of rough sleepers in the city & the percentage of rough sleepers housed in the previous month who have maintained their accommodation- consider realignment of targets in line with positive work and results in this area. For instance, lower K3.13 target and increase K3.15 target. S3.6 note difference between 'homeless' and 'on street' begging.
WBO4	<i>Safe, confident and empowered communities</i>
39	Libraries – Members queried lack of steps in Corporate Plan for Libraries - note response that the Council has to meet the Welsh Public Library Standards, which set out requirements for service.
K4.4	Clarification sought on whether modelling undertaken to illustrate potential visit profile once lockdown eases. Members note that modelling for a phased approach to service delivery has taken place but too early to put timelines to these until easing of lockdown timetable known.
K415 K416	Notable absence of Anti-Social Behaviour specific KPIs. Consider translating collaborative workings and goals into specific KPIs which are addressed and worked towards in conjunction with partners.
K4.15	This is showing Amber but has met the target and therefore should be Green.
	Council house build strategy – re. quality of housing – consider a KPI.

Scrutiny comments and observations for further consideration

WB05	<i>A capital city that works for Wales</i>
	<p>Brexit –there is no section specifically on Brexit. Scrutiny Chairs believe this is needed. Note response from Chief Executive that would be worthwhile to have a section on this, to include:</p> <ul style="list-style-type: none"> - Outreach support for businesses - Ongoing work re Shared Prosperity Fund - Ongoing work re EU settlement scheme -
K5.3 K5.4 K5.5	Visitors to Cardiff – Note data available for city centre footfall for 2020/21, which shows rebound and then drop off. Note data less clear regarding impact of this on businesses.
WBO6	<i>Cardiff grows in a resilient way</i>
	<p>Biodiversity – Members would welcome greater reference to biodiversity in the Corporate Plan. Currently referenced once in the document as a part of S6.22, which talks about ‘Updating the Biodiversity and Resilience of Ecosystems Duty (BRED) Forward Plan’. The lack of reference in previous Corporate Plans was something that was raised as a part of a recent task & finish exercise titled ‘Managing Biodiversity & Natural Environment in Cardiff’. The Performance Panel welcome the suggestion from the Leader that this could be added to the section of the Corporate Plan S6.22 that deals with One Planet Cardiff.</p>
K6.11 & K6.12	<p>Affordable Housing Completion – Greenfield & Brownfield Sites – A Member was concerned by the relatively low level of affordable housing completed on greenfield sites which was risk rated as red, and 16% short of the 30% target. Given the current financial and housing challenges, producing new affordable accommodation is particularly important. An explanation of what can be done to increase performance against this indicator would be appreciated, while at the same time adding in the data for 2019/20 (which was not included in the slide), and figures for each year to show the actual quantities completed.</p>
K6.13	<p>Percentage of Planned Recycling & Waste Collections Achieved – The Panel has asked for the definition of this performance indicator to be revised to ‘percentage of planned recycling & waste collections achieved on the scheduled day’. The Panel welcome the Leader’s agreement to review this indicator, and to see if the ‘scheduled day’ element is already included in the results.</p>
K6.29	<p>Single Use Plastics – S6.29 of the Corporate Plan sets out the ambition to ‘remove single use plastics from Council venues’. The Panel welcome this approach, however, they ask for clarification on how Council venues are defined. For example, it would seem inconsistent if a venue like County Hall is single use plastic free, when venues like the Cardiff International Pool and</p>

Scrutiny comments and observations for further consideration

	the proposed Indoor Arena which are (or will be) run by third parties are not.
K6.5	Deliver a Housing Energy Efficiency Retrofit Programme – A Member asked how the retrofit of 2,000 properties a year by 2024 was going to be funded. He was told that finding the funding was difficult, and that in reality the Council would need to access external financial support to deliver this work. It would be appreciated if you could confirm the most likely funding sources to help deliver this work.
K6.6	Modal Split for All Journeys – Given the extraordinary impact of 2020/21 the Panel asked if it was fair to simply compare year on year Modal Split performance as a percentage. The lockdown has caused a significant fall in the number of journeys made, and so to provide some context between years the Panel felt that some actual numbers should be included. This they felt would help qualify the results for the performance indicator and add to the real story.
WBO7	<i>Modernising and integrating our public services</i>
K7.11	The percentage of staff that have completed a personal review. 5% under target is of concern. Note some natural turnover, need for focus on the quality of discussions particularly around digital roll out and request that exit interviews are logged.
K7.1	The percentage of devices that enable agile and mobile working across the organisation. Acknowledge step up during Covid pandemic but a 67% target suggests more investment in technology may be required.
K7.12	The number of working days/shifts per full-time equivalent (FTE) Local Authority employee lost due to sickness absence. The Panel noted the sickness data supplied against performance indicator K7.12, and commented that this has been a longstanding challenge. The Waste Management Service has traditionally had the highest sickness rate in the Council. Panel suggests an additional indicator could be included to help monitor the high sickness rate within the service. Consider a lower target than 9.5 days p.a. Particularly focus on improving long term sickness and the case management approach.
WBO8	<i>Managing the pandemic</i>
78	SRS Enforcement Actions – Suggested worth adding in sentence highlighting number of successful enforcement actions taken to date, to send clear message that breaches will be dealt with. Agreed by Leader.
78	SRS Enforcement Actions – queried whether Council needs to allocate more of its resources to this service, given increased demand for its services. Note

Scrutiny comments and observations for further consideration

	Chief Executive's response that Joint Enforcement Team receives resources from UK/ Welsh Government albeit that it is not clear how long this resource will be provided.
General	
	New format for performance data - Panel welcomes the new format for performance data – think it is clearer.
	Percentage values & actual data – following on from the comments made about the Modal Split, the Panel felt that there was merit in adding actual figures alongside percentage values for the majority of the indicators included within the Corporate Plan. They felt that the additional data would help provide a clearer picture of the Council's performance.