

Annual Well-being Report 2020/21 – End of Year Performance

Reason for the Report

1. To provide the Committee with an opportunity for pre-decision scrutiny of the Council's **Annual Well-Being Report 2020/21** reviewing the Council's end of year performance prior to its consideration by Cabinet on 15 July 2021.

Structure of the Papers

2. Attached to this report are a series of appendices to enable the scrutiny:

Appendix A – Cabinet Report - Annual Well-Being Report 2020/21

Appendix 1 - Annual Well-Being Report 2020/21

Appendix 1a – Key Performance Measures –performance analysis of each Well-being Objective in the form of a PowerPoint presentation.

Appendix 1b – Narrative update against Steps 2020/21

Context

3. In line with this committee's Terms of Reference Members have responsibility for scrutiny of the Council's Corporate Planning, performance assessment and reporting arrangements.
4. The Council's Annual Well-Being Report 2020/21 is the end-of year performance report providing an assessment of the progress made in delivery of the administration's Capital Ambition priorities as expressed within the Corporate Plan 2020-23.
5. The Local Government and Elections (Wales) Act 2021 introduced a number of new performance duties on local authorities. Amongst these new duties is the need for Local Authorities to undertake a self-assessment. The Act, and associated Welsh

Government guidance¹, sets out the expectations and purpose of the self-assessment.

6. The Council has adjusted its performance reporting arrangements in response to the requirements of the Act putting in place a robust self-assessment approach, reflecting the requirements of the Act and the performance culture it seeks to embed. The approach makes a strategic evaluative assessment of performance for each Wellbeing objective, recognising both successes and challenges, in order to identify areas of focus for the year ahead. The self-assessment is subject to challenge by a number of stakeholders, particularly the Council's political governance.
7. The Leader of the Council remains committed to greater scrutiny engagement in the Council's corporate planning and assessment process. To this end the Committee's Performance Panel has an opportunity to discuss the corporate assessment of the end-of year position prior to this pre-decision scrutiny. The Panel has been invited to forward their comments and observations to inform the Annual Well-being Report 2020-21, and their observations will be circulated beforehand to inform this scrutiny.
8. This level of collaborative scrutiny engagement acknowledges the benefit of progressive interaction of policy development, supporting effective scrutiny of corporate performance and its reporting processes, ensuring that the Annual Well-being Report is subject to co-production as well as independent scrutiny.

Background

9. In February each year Council approves a three year **Corporate Plan**. The Corporate Plan sets out how the Council will deliver the administration's priorities as set out in **Capital Ambition**, a wide-ranging programme of commitments for Cardiff including proposals and a programme of action to continue to drive the city economy forward, whilst ensuring that all residents feel the benefits of success. It focusses on four main **Priorities**,
 - **Working for Cardiff** – *Cardiff is a great place to grow up, grow older, supporting people out of poverty, safe, confident and empowered communities.*
 - **Working for Wales** – *A Capital City that works for Wales*

¹ [Statutory guidance \(gov.wales\)](https://gov.wales)

- **Working for the Future** – *Cardiff's population growth is managed in a resilient way*
- **Working for Public Services** – *Modernising and integrating our public services.*

10. The Corporate Plan 2020-23 links the four Capital Ambition Priorities to the seven **Well-being Objectives**. These reflect the political priorities of the administration and the aspirations shared with public service delivery partners.

1. Cardiff is a great place to grow up
2. Cardiff is a great place to grow older
3. Supporting people out of poverty
4. Safe, confident and empowered communities
5. A capital city that works for Wales
6. Cardiff's population growth is managed in a resilient way
7. Modernising and integrating our public services

11. Each of the above objectives have been translated into a number of **Steps** the Council will take to make progress in achieving these objectives. The list of Steps is followed by a number of **Key Performance Indicators** and allocated a **Target** that will enable the Council, and its scrutiny committees, to monitor how effectively the objectives are being delivered throughout the year. Key Performance Indicators are assigned a **RAG rating** within a set tolerance level. **Green** is where the result is on or above target, **Amber** where the result is within 10% of target, and **Red** where the result is greater than 10% from the target.

Structure of the Annual Well-being Report

12. The Annual Well-being Report attached at **Appendix 1** provides an end of year summary of the progress made in delivering the Corporate Plan. To achieve this it provides an overview of the Council and how it has met the challenges of Covid-19, reviews the major trends in Cardiff in 2020, highlights the results of the National Survey for Wales, explains how it has self-assessed its own Well-being Objectives, and provides assessment detail on each Objective.

13. The Council uses a number of sources of information to assess progress against Well-being Objectives, including:

- **Progress against the Council's Key Performance Measures** – A number of performance measures are identified within the Council's Corporate Plan which help show the progress made in delivering the Well-being Objectives. Where applicable, targets are set against these performance measures to demonstrate the desired level of achievement.
- **Progress against the Steps in each Well-being Objective** – The Council included a number of Steps in the Corporate Plan to help achieve the Well-being Objectives. Monitoring the progress of these Steps provides an understanding of what has been achieved and where further work is required.
- **Inspection Reports** – The Council is subject to a number of inspections from regulatory bodies including the Wales Audit Office, Estyn (Education) and the Care Inspectorate Wales (CIW). Their findings help the Council to assess areas of strong performance, as well as identifying areas that require improvement.
- **Surveys and Citizen Feedback** – The annual Ask Cardiff survey, as well as more specific consultation and engagement work, provide residents an opportunity to share their views on a wide range of the Council's services. From this, areas of strong performance can be identified, along with those areas where Cardiff's citizens feel the Council needs to improve. Similarly, complaints and compliments provide a valuable source of information on performance. The Annual Well-being Report is normally considered by Cabinet alongside the Annual Complaints Report; however due to staff re-deployment, the Complaints Report will be considered later this year.
- **Finance Monitoring** – The Council's Outturn Report 2020/21 serves to inform of the Council's financial position in respect of the year ending 31 March 2021.
- **Feedback from Scrutiny Committees and Audit Committee** – The Council responds to the issues raised and recommendations made by the Scrutiny Committees, which help inform performance improvement.
- **Risk** – The Council's Corporate and Directorate Risks are considered as part of a rounded view of performance, and the Annual Well-being Report is prepared and considered by Cabinet alongside the Council's Corporate Risk Report.

14. **Appendix 1a** is a detailed update against Corporate Plan **Key Performance Indicators** for each well-being objective in the form of a PowerPoint presentation. For each indicator infographics analysis provides an 'at a glance' assessment of performance over the year. For quick reference Members will be able to scan the slides and easily spot those marked Amber or Red.
15. Directorates have been asked to self-assess their RAG rating for each of the corporate plan steps for which they are the lead directorate using the following criteria:
- Red** = serious issues have occurred and without some form of assistance from outside of the Directorate it is unlikely that the Step will be delivered within the agreed time frame / or at all.
 - Amber** = issues have occurred, not serious enough to require assistance, progress can be recovered, a plan is in place and it is likely that the Step will still be delivered within the agreed time frame.
 - Green** = there are no issues with progress / performance, and the Step will be delivered within the agreed time frame.
16. Members are particularly directed to **Appendix 1b** which provides a detailed narrative update - with RAG rating- against the Steps included within the Corporate Plan, providing fuller information for each Step, the *Lead Member, Lead Directorate*, a narrative *Update* and *RAG performance rating*.

Council Performance

17. The latest figures demonstrate that the Council is above the Welsh average in nearly 60% of nationally comparable indicators and the Council was joint second in terms of local improvement for 2018/19 and joint top for most improved Council in Wales in 2017/18. Members are to note that National indicators sets have not been released for 2019-20 due to Covid-19 so comparisons to other Welsh Local Authorities cannot yet be made.
18. The report highlights a number of areas where there is strong progress in delivering Capital Ambition and improving the performance of key services for residents. However, the report also highlights the significant challenges faced by the Council

going forward, particularly in relation to Children Looked After and outcomes for vulnerable children, Waste Management and Street Scene services, Sickness Absence, financial resilience over the medium term and in improving performance within identified service areas.

19. In the most recent National Survey for Wales, undertaken in 2019/20, Cardiff was ranked as the top Local Authority in Wales when citizens were asked whether their Local Authority provided high quality services.

Scope of the Scrutiny

18. The scope of the scrutiny will focus on the assessment of performance at year end and the challenges and priorities ahead. The Committee has the opportunity to undertake pre-decision scrutiny of the Council's **Annual Well-Being Report 2019-20** to be presented to Cabinet on 15 July 2021. Members are welcome to comment on performance related to all seven Well-being Objectives, however the key Objective relevant to the PRAP Terms of Reference is **WBO7** – Modernising and Integrating Our Public Services. Detailed information on this Objective can be found as follows:

- **Appendix 1a – infographics - slides 94-107**
- **Appendix 1b – narrative - pages 46-49**

19. Members are requested to consider whether there are comments and observations that need to be captured during the Committees discussion of this item at the Way Forward for submission to Cabinet.

20. To support this item the Leader of the Council, Councillor Huw Thomas; the Cabinet Member for Finance, Modernisation and Performance, Cllr Chris Weaver; the Chief Executive, Paul Orders; Corporate Director Resources, Chris Lee; Corporate Director Communities, Sarah McGill; Head of Performance and Partnerships, Gareth Newell; and Operational Manager for Policy & Improvement, Dylan Owen, will attend to facilitate the discussion.

RECOMMENDATION

The Committee is recommended to:

- I. Consider the information provided at the meeting and the Council's Annual Well-Being Report 2020-21
- II. Determine whether it wishes to offer its comments, observations, or recommendations to Cabinet before its meeting on 15th July 2021.

DAVINA FIORE

Director of Governance and Legal Services

8 July 2021