
QUARTER ONE 2021/22 - PERFORMANCE REPORT & CURRENT PRESSURES

Purpose of Report

1. To present the Adult Services and Housing & Communities Performance Reports with reference to the period Quarter 1 (Apr–June 2021).
2. To also provide Committee Members with an update on current workload pressures for both Adult Services and Housing & Communities.
3. To facilitate Member's consideration, the following appendices are attached to this report and have been organised in line with the Cabinet Member's portfolios:
 - **Appendix A & B** – Q1 Performance Report for Adult Services and Housing & Communities (Cllr Elsmore's portfolio)
 - **Appendix C** – Q1 Performance Report for Housing & Communities (Cllr Thorne's portfolio)

Structure of the Meeting

4. Members will note the data contained in the Performance Reports covers the period, April – June 2021, Members are requested to review this information prior to the meeting.

5. In line with the performance data attached to this report, at the meeting, officers will provide Committee Members with presentations, providing supplementary insight into the current pressures facing the directorates.
4. The item will be considered in two parts. The first part will consider the performance data and current workload pressures for Cllr Elsmore's portfolio (**Appendix A & B**), and the second part will consider the performance data and workload pressures for Cllr Thorne's portfolio (**Appendix C**).

Background to Performance Reports

5. 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.

Quarter 1 2021/22 Performance Report

6. The Quarter 1 Performance Reports covers the period April – June 2021 for both Adult Social Services and Housing & Communities. They have been arranged in line with the Cabinet Members portfolios and are attached as follows;
 - **Appendix A** – Adult Social Services Q1 (Cllr Elsmore)
 - **Appendix B** – Housing & Communities Q1 (Cllr Elsmore)
 - **Appendix C** – Housing & Communities Q1 (Cllr Thorne)
7. The performance reports are structured to reflect the following priorities:

Appendix A - Adult Social Services Q1 2021-22 (April-June) Cllr Elsmore's Portfolio:

- First Point of Contact & Prevention
- Assessment & Outcome Focussed Care Planning
- Commissioning & service Provision

- Safeguarding (Adult)
- Managing People, Resources, Systems and Processes
- Additional Information & Corporate Plan KPIs

Appendix B - Housing & Communities Q1 2021-22 (Apr-June) Cllr Elsmore's Portfolio, arranged against Wellbeing Objectives:

- Cardiff is a Great Place to Grow Older
- Safe, Confident and Empowered Communities
- Modernising and Integrating our Public Services
- Managing the Covid-19 pandemic

Appendix C - Housing & Communities Q1 2021-22 (Apr-June) Cllr Thorne's Portfolio, arranged against Wellbeing Objectives:

- Supporting People Out of Poverty
- Safe, Confident and Empowered Communities
- Cardiff Grows in a Resilient Way
- Modernising and Integrating our Public Services

Previous Scrutiny on Performance Reports

12. Members are reminded that under Cllr Elsmore's portfolio concerns previously raised by the Committee include:

- Lack of prominence within the report surrounding the 'strength-based approach' work being progressed by the directorate.
- Capacity issues being adequately addressed.
- The notable level of sickness rates and staff vacancies.
- Members also noted concern around the figure for delayed transfer of care and were informed the enhanced partnership work seen as a result of the pandemic should benefit this issue.
- Members requested that the annual figure for delayed transfers of care be revisited to a more realistic figure.

For Cllr Thorne's portfolio, Members have previously raised concerns regarding:

- 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 in the New build programme are detailed in reports going forward.
- The importance of the Hub's services remaining a key focus due to their ability to stimulate and encourage social integration and wellbeing.
- The importance of offering Cardiff residents' services either online or in person in line with the easing of Covid-19 restrictions.
- For management of void properties, Members explored how the in-house team is being expanded with particular reference to the avenue of utilising apprenticeships. Members further explored the recognised challenges around recruitment and cost of materials

Legal Implications

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

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

7 Oct 2021