The observations and recommendations of the Performance Panel have been welcomed. The responses have been grouped into five categories (below), depending on the nature of the Panel's comments, with a response or explanatory note included as necessary.

- Recommendation Accepted: Six direct recommendations have all been accepted.
- Recommendation Partially Accepted
- Recommendation Not Accepted
- Observation Noted
- Observation Accepted

#### Mid–Year 2021/22 Performance Observations

PAGE	Observation/for further reflection	Response	Status
WBO1	Cardiff is a great place to grow up		
WBOI	Increased demand on services and the capacity to deal with them – The Panel sought assurance from Cabinet of their intention to tackle the challenge of increasing demand for services and capacity to deliver. Members heard that the Council would do everything in its power to meet increased demand, and its commitment was demonstrated by a good track record of providing additional funding year on year to Education, Children's Services and the wider social services	An evaluative assessment of the strategic challenges and risks within this area are included within the chapter. The strategic response and policy interventions are also outlined in the areas of forward look. This issue was considered at the <u>Children and</u> <u>Young People Scrutiny Committee</u> of the 9 <sup>th</sup> December (agenda item 7).	Observation Noted
	of, particularly schools, where there has been growth over and above council budgets. The Panel noted there are significant challenges in recruitment, but that a market supplement had been offered to social workers and was paying dividends. We note the Cabinet will continue to	Relevant page of the Mid-Year Assessment: Page 9	

look at innovative ways to meet demand pressures, as reflected in the call to action.		
Measuring educational achievement and sc improvement locally and nationally, and th of the Central South Consortia – The Panel r the issue of measuring educational achieven and school improvement, what the Council i doing to address this, and what role the Cen South Consortium plays in addressing the ne Cabinet indicated this will be an area of cont focus to ensure that the challenge via the Ce South Consortia in schools is appropriate to school. The School Improvement Team and Consortia work "hand in glove" and the Cours atisfied with the work done between the tw Cabinet is also putting in place a local approx which has a comprehensive view of individu schools across a range of factors (e.g., attain health and well-being, governance and leadership) and will target resources accordi whilst working alongside the Consortia.The Cardiff Schools Report by the Consortia confirms schools are meeting the improvem priorities identified. Twice termly meetings place between the LEA and Consortia "All Sc Risk Meeting" to monitor and track the performance of schools.	e rolewith the Consortium to consider, challenge and support the latest suite of School ImprovementPlans produced by schools during the Autumn of 2021 for the academic year 2021/22. The Director of Education will ensure that Consortium Improvement Partners play a pivotal and consistent role in maintaining the continuity of learning in schools, and in securing positive outcomes for learners, and will further each strengthen arrangements for the Consortium to report pupil progress and school performance to the local authority whilst the new national accountability and assessment framework emerges.al imment,Relevant pages of the Mid-Year Assessment: Page 3, 4, 7 and 8ent taketake	Observation Noted

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	<b>National Assessment Framework</b> – The sector would benefit from clarity around the National Framework. This is very important, and the Council would like to see the publication of the Framework, as there is some uncertainty for schools around comparative performance and data sets nationally. Qualifications for next year – currently being told that the exam process for 2022 will go ahead but will be adapted should there be any need to do so arising from the Pandemic.		
WBO2	Cardiff is a great place to grow older		
	Quality of Care - The Panel noted the significant pressure and increased demand on adult services and questioned which KPI provides insight into the quality of care being delivered. Advised the service area captures a range of data which provides this insight, which is reported quarterly to CASSC. The Panel suggested consideration be given to including the data on quality of care within the KPIs.	A single indicator is unlikely to provide meaningful insight into the quality of care provided, however it is recognised that a suite of indicators could provide useful information about the quality of service being provided. A basket of indicators is collected at a service level and consideration will be given to the appropriate corporate indicators in the development of the Corporate Plan 2022-25. Customer satisfaction indicators, such as <i>"the percentage of clients who felt able to live independently in their homes following support independent living services"</i> , are included within the current Corporate Plan.	Observation Accepted

	<b>Social Care Workforce</b> - Panel suggested more emphasis is placed in the Mid-Year Performance Report on the demands and challenges facing the social care workforce. Panel was advised this is a theme captured throughout the report and specifically detailed on <i>page 15</i> of the draft report.	An evaluative assessment of the strategic challenge is included, with a substantive update provided in relation to the nature of the pressures, the materiality of the risk and the policy interventions being progressed in response. <u>Relevant page of the Mid-Year Assessment:</u> Page 15	Observation Noted
KPI2.5	<b>First Point of Contact</b> - Given the results for number of cases dealt directly at First Point of Contact the Panel asked the Cabinet's thoughts on raising the target. Panel was advised Cabinet would be cautious of taking this approach, due to the importance of ensuring inappropriate decisions are not made.	Given that each referral must be considered on its merit, and based on an understanding of appropriate activity given the level of referrals and types of issues being dealt with, a "range target" is considered most appropriate, with the range being between 70%-80%. The key performance indicator dashboard will be amended to make this range target clear. This discussion can be revisited when selecting KPIs and agreeing indicators for the Corporate Plan 2022/23.	<b>Observation Noted</b> Key Performance Indicator dashboard will be amended.
	Joint Equipment Service – Lack of Aids. Due to the challenge facing the Joint Equipment Services (shortage of equipment and aids), the Panel recommends this challenge is better reflected in the Mid-Year Performance Report.	The shortage of equipment is a national issue and mitigating actions have been adopted. For instance, the service is seeking opportunities, beyond the all-Wales contract, to secure the necessary equipment and are systematically collecting equipment no longer required which can then be re-used in the community.	Recommendation Accepted Mid-Year Assessment amended (page 16)

		An evaluative assessment of the delivery challenge and future work has been included in the report. A position statement on the Joint Equipment Service and the accessibility issues can be provided to CASSC if required. <u>Relevant page of the Mid-Year Assessment:</u> Page 16	
WBO3	Supporting people out of poverty		
Challenges & Risks	<b>Removal of EU funding for Into Work posts</b> – Members note that the Leader has a high expectation that the UK Government will provide central monies to meet the gap left by removal of EU funding following Brexit. Members note the Chief Executive's comment that the Council has been working with colleagues in the Cardiff Capital Region City Deal area on a regional approach as it is believed monies may come to the City Deal via the Shared Prosperity Fund as part of the Levelling-Up process, although there is no certainty on this yet. Members are concerned at the lack of certainty, as £1million is a big gap to fill without additional monies and this service is vital to the wellbeing of citizens, both in terms of gaining employment and in terms of encouraging employment in critical areas such as social care roles and other roles important to Cardiff's economy, such as leisure and hospitality. The Panel concurs that this is a risk that needs spotlighting in the mid-year assessment.	The removal of EU funding for into work and employment services has been identified as a key challenge and risk in the report and the work with the Capital Region highlighted as an area of focus for the period ahead. This issue is fully recognised within the Directorate Risk Register and Business Continuity Plans have been updated to set out the service's response should the funding be removed. An Employability Framework is being established by the Cardiff City Region's Regional Skills Partnership Group, in order to bid for future funds, including Central Government's Shared Prosperity Fund. A decision on this funding is not due to be made until late December by Central Government. Other sources of funding are also being explored, including two successful bids to the Community	Observation Noted

		Renewal Fund, Department of Work & Pensions and WLGA. The service will also be allowed to retain income generated through Cardiff Works, to sustain essential provision for priority groups i.e. care experienced, disabled, southern arc residents etc. though this does not meet all the funding requirements. Direct representations on this issue have also been made to the Secretary of State for Levelling Up, Housing and Communities by the Leader of Cardiff Council and the WLGA. <u>Relevant pages of the Mid-Year Assessment:</u> Pages 20 and 21	
Challenges & Risks	Impact of Covid pandemic on volunteering – Members were interested to understand what the Council is doing to encourage and support people back into volunteering, following suspension during earlier Covid pandemic lockdowns. Members note the Council is promoting volunteering this week, as part of Volunteering Week, particularly in areas such as social care	Despite a number of volunteering placements being impacted by the imposition of social distancing restrictions, volunteering continues to play an important role in supporting service delivery and, in certain circumstances, supporting the transition into work. Where volunteering places are available, the Council has robust health and safety measures in place to ensure the	Observation Accepted Mid-Year Assessment amended (page 21)
	where there are current staff shortages and increasing demand. Members also note that the role of volunteer coordinators within specific service areas is crucial in terms of identifying	wellbeing of volunteers, staff and service users. In terms of promoting volunteering placements, the Council must strike an appropriate balance	

	bespoke support needs to encourage volunteers to return and that these staff are best placed to manage concerns and put in place mitigations.	between preventing the spread of the virus and promoting safe opportunities. The call for support within the adult social care sector is a particular case in point with targeted communication work being undertaken in this area. <u>Relevant page of the Mid-Year Assessment:</u> Page 21	
KPI3.7	<ul> <li>Universal Credit – The Panel was advised the spike in demand of applicants for Universal Credit is a result of the pandemic and the expectation is that the trend should go downwards.</li> <li>Given the possibility of long-term impact from the pandemic, the Panel feels consideration should be given to raising the target for this KPI in line with demand.</li> </ul>	The proposed target for this KPI will be presented to the Performance Panel as part of the next session on the new Corporate Plan 2022-25.	Observation Noted
KPI3.15	Homelessness- The Panel explored why roughly 38% of rough sleepers housed are not maintaining their accommodation. The Panel was advised there are a range of reasons such as the individual having a high level of complex needs, not wishing to engage, and not wishing to remain in accommodation provided. The Panel was advised the service area will continue to work with and support such individuals.	This KPI was introduced for the first time in 2021/22 and a benchmark target was set. At the end of Quarter 2, 62% of rough sleepers had maintained their accommodation after one month. This is considered a good result, given the difficulties associated with supporting individuals who have chaotic lifestyles and complex needs. The offer of accommodation is there for all; no individual needs to sleep on the city's street and	Observation Noted

		the Outreach Team continues to engage with and support all rough sleepers.	
WBO4	Safe, confident and empowered communities	·	
Challenges & Risks	Libraries and Hubs attendance visits – Members were interested to understand what the Council is doing to encourage usage of libraries and hubs, to encourage people to feel safe to use these and other community facilities, for the good of residents' health and wellbeing and to assist the Council in generating income. Members note the Leader's comments that the Council faces a balancing act of wanting to encourage usage and build the public's trust in the safety of these services but also needing to adhere to and wanting to reinforce the pandemic messaging regarding safety in the middle of a pandemic – this was the case given the high case rates in Cardiff and has been brought into sharper focus by the arrival of the Omicron variant. Members further note the Leader's points regarding working differently to assist residents' health and wellbeing, for example via digital, schools, Youth Service, Summer of Smiles and the 'Move More: Eat Well' strategy that Public Service Board partners are signed up to implement. Members agree that the challenge of boosting usage for libraries and hubs should be flagged as a challenge & risk in the mid-year assessment.	Since libraries and hubs re-opened in June they have seen a rise in footfall. Libraries and hubs continue to develop and build face-to-face activities (within social distancing guidelines) which will see an increase in number of people using the facilities. The Council also has robust health and safety measures in place to ensure the wellbeing of volunteers, staff and service users whilst using libraries and hubs. Digital activities are still ongoing, with month on month increases in the number of hits on the hubs website. Blended activities are also being delivered where suitable. The importance of volunteering, the impact of Covid on volunteering numbers and the need to ensure a pipeline of volunteers has been included in the Mid-Year Assessment. <u>Relevant page of the Mid-Year Assessment:</u> Page 21	Observation Accepted Mid-Year Assessment amended (page 21)

Areas of	Work with GLL – Members highlighted that the	The review of the contract with GLL has been	Observation
Focus	work with GLL is referenced in earlier sections but is not listed as an Area of Focus in this report.	included as an Area of Focus.	Accepted
	Members are surprised by this, given the importance of the work in reviewing the contract and determining its sustainability. Members note the Leader's point that not all work is listed in the Areas of Focus sections but believe the work with GLL is of sufficient significance to warrant inclusion. The Panel also stressed due to the changing and competitive nature of the market it is important Council expertise informs our liaison with GLL - particularly around staff wellbeing, including hours worked and rates of pay, to attract the right staff and encourage gym membership.	Relevant page of the Mid-Year Assessment: Page 28	Mid-Year Assessment amended (page 28)
Areas of Focus	Regional Sports Partnerships – Members are undertaking an inquiry into Community Sport in Cardiff and are aware that Sport Wales is proposing a regional sports partnership to cover the following local authority areas – Cardiff, Vale of Glamorgan, Bridgend, Merthyr, and Rhondda Cynon Taff. Members wondered why this is not reflected in the mid-year performance assessment report given its significance for Cardiff and why it is not included in the Areas of Focus list. Members note the response from the Leader that the Administration will work to ensure	The Task & Finish inquiry into the Sports Wales proposal for a regional sports partnership will be taken to the Economy and Culture Scrutiny Committee in January and will subsequently be considered by Cabinet. <u>Relevant page of the Mid-Year Assessment:</u> Page 29	Observation Accepted Mid-Year Assessment amended (page 29)

	community sport proposals are fit and right for Cardiff.		
Areas of Focus	Shared Regulatory Services – Members note the challenges and risks flagged for Shared Regulatory Services. Given the importance of this service area, particularly but not solely in being at the forefront of pandemic management, Members are surprised this is not included in the Areas of Focus list, a view which is strengthened by the Chief Executive's comments that there is work going on at a national level regarding the future role of Environmental Health Officers. Members believe the Areas of Focus list should include work re Shared Regulatory Services.	The challenges faced by Shared Regulatory Services have been further articulated in the Mid- Year Assessment and included in the area of focus. <u>Relevant pages of the Mid-Year Assessment:</u> Pages 27, 52 and 54	Observation Accepted Mid-Year Assessment amended (pages 52 and 54)
KPI4.1	New Build Council Homes - Panel sought assurance that the target to deliver 1,000 new council homes by December 2022 will be complete. The Panel note it has been impacted by inflation and workforce pressures however the target is on track.	To date, 591 Council homes have been delivered over the course of the administration, including 38 homes this financial year. Delays to delivery have been experienced due to Covid-19 and the availability of building materials has caused disruption to delivery. Delivery of large construction programmes is often back-ended with projects of this nature and the Council remains on target to reach an overall total of 720 new homes by 31 <sup>st</sup> March 2022. <u>Relevant pages of the Mid-Year Assessment:</u> Pages 23 and 27	Observation Noted
KPI4.14	ASB – Panel stated it is pleasing to note that following the panel's recommendation, a KPI on	A proposal for measuring ASB will be presented to the Performance Panel as part of the	Recommendation Accepted
	Tonowing the parters recommendation, a KPI On	to the renormance ranel as part of the	Accepted

	ASB will be included from year-end. The Panel requests information on how this data will be collected. The Panel recommends a KPI detailing the instances of ASB across the city is also developed.	Corporate Plan discussion on KPIs and Targets for 2022-25.	
WB05	A capital city that works for Wales	·	
Challenges & Risks	Labour Shortages – leisure and hospitality – Members noted these and linked this to the earlier comments made regarding the removal of EU funding for Into Work services. Members note the Leader's agreement with this and that this reinforces the importance of the Into Work services.	700 people have been assisted into secure employment by the Into Work Service since April. Many of the roles secured have been in high- demand sectors such as leisure and hospitality. The team have continued to support the sector and partnered with FOR Cardiff in November on a hospitality recruitment fair at the Motorpoint Arena attended by over 20 top employers. <u>Relevant pages of the Mid-Year Assessment:</u> Pages 30 and 32	Observation Noted
Challenges & Risks	Cost inflation and materials shortages – Members note the risks of these to some major projects and that these are being monitored.	All affected projects are being reviewed. These risks are noted in the Mid-year Assessment. <u>Relevant page of the Mid-Year Assessment:</u> Page 32	Observation Noted
Challenges & Risks	<b>St David's Hall</b> – Members highlighted the report references a report will be taken in Quarter 3 on St David's Hall but that this has not happened. Members note the Chief Executive clarified the	The Corporate Property Strategy, which includes the condition survey of St David's Hall, will be brought to both PRAP and Cabinet for consideration in December.	Observation Accepted

	report was the Corporate Property Strategy, which included reference to a condition survey of St David's Hall that showed significant issues and costs re asset management and renewal. Members note discussions are ongoing to maximise the usage of St David's Hall going forward.	Relevant page of the Mid-Year Assessment: Page 34	Mid-Year Assessment amended (page 34)
Challenges & Risks	<b>Furlough Scheme</b> – Members highlighted that the wording in this section does not make clear the relevance of this to the work of the Council. Members note the Corporate Director, Resources response that the end of the furlough scheme will deprive the Council of an income stream to offset the loss of income from income-earning service areas particularly hit by the pandemic lockdowns where staff have been furloughed. Members also note the Operational Manager – Performance and Policy comments that the end of furlough will affect other service provision, such as Into Work and Universal Credit advice services. The Panel <b>recommends</b> that the wording be amended to clarify the relevance to the Council of the end of the furlough scheme.	The wording has been amended to reflect the relevance to the Council. The ongoing impact of the economy will continue to be monitored as any increase in unemployment will place pressure on the Council's into work services, which have already experienced unprecedented levels of demand. <u>Relevant pages of the Mid-Year Assessment:</u> Pages 30 and 33	Recommendation Accepted Mid-Year Assessment amended (page 33)
WBO6	Cardiff grows in a resilient way		
KP16.4	<b>Electric Vehicles</b> – It was confirmed to the Panel work has commenced with Pod Point for the fleet infrastructure project, and the 59 charging units scheduled to be completed by Christmas are broadly on target.	Relevant page of the Mid-Year Assessment: Page 39	Observation Noted

KPI6.5	<b>Electric Vehicles</b> – The Panel welcomed the planned approach to delivering on-street public electric charging points and noted the comments made regarding limited intervention at this point ahead of further developments in technology. The Panel advised feedback they have received from some residents is that public pavement charging is not viable due to differing tariffs. The Panel <b>recommends</b> a careful and cautious approach. Recognition of developments in technology highlighted at the meeting should be better reflected in the KPI and a rewording of the KPI title is required.	The deployment of electric charging infrastructure across the city will be subject to the development of a new roadmap, as set out in the One Planet Cardiff Strategy, to ensure that any future investment is fit for purpose, is future proofed and represents best value. As part of the development of the new Corporate Plan 2022-25, the current Corporate Plan step regarding electric vehicles is being reviewed to ensure that it captures the work being undertaken on the infrastructure. Consideration is being given to a stand-alone EV infrastructure step. A proposal for a revised KPI will also be presented to the Performance Panel as part of the next session on the new Corporate Plan 2022-25. <u>Relevant page of the Mid-Year Assessment:</u> Page 39	Recommendation Accepted
КРІ6.6	<ul> <li>Commuting – The Panel questioned whether the increase in commuters indicates a real increase in people travelling to work by sustainable transport or is because there is a reduced number due to more people working from home.</li> <li>Panel was advised a survey was last conducted in 2019, is historical and further work is required to ensure it now reflects people's movements post pandemic.</li> </ul>	This KPI will be amended going forward to reflect the recommendation of the committee.	Recommendation Accepted

	The Panel <b>recommends</b> that as the KPI is reported in %, the baseline (i.e., number of respondents to the survey) is included in the notes at the bottom of the KPI.		
KPI6.16	<b>Recycling</b> – The Panel sought assurance that the Council will reach its recycling target by 2024 and 2025 and questioned the risk of not achieving this target. The Panel was informed movement is in the right direction and the new recycling strategy due to be considered by the Environment Scrutiny Committee at their December meeting.	The new Recycling Strategy will be considered by Cabinet in December, and was considered by Environment Scrutiny Committee on 7 <sup>th</sup> December. <u>Relevant page of the Mid-Year Assessment:</u> Page 43	Observation Noted
WBO7	Modernising & integrating our public services		
KPI 7.8	Reduce the total running cost of occupied operational buildings - The Panel highlighted the potential for a large budget saving in the cost of running occupied operational buildings, however the current year target is £400k.	The Council has already achieved a reduction in running cost of over 15% over the last five years, delivering a saving of circa £20.5m. The new Property Strategy for the next five years will set new targets for reducing total running cost, which will be linked to the modernisation of the estate and will support the shift to hybrid	Observation Accepted Mid-Year Assessment amended (page 50)
	Members note that the core office estate has undergone a period of rationalisation over the past 5 years totalling a 15% reduction in running costs between 2015 and 2020. We also note that ending the Wilcox house lease was a large element of reducing running costs. However, despite a limited return to core offices there are other variables to consider and the requirement to heat offices applies irrespective of the number of staff present. The Corporate Director	working. <u>Relevant pages of the Mid-Year Assessment:</u> Pages 45, 49 and 50	

	<ul> <li>(Resources) offered to provide a break-down of running costs by core office.</li> <li>Cabinet confirmed there has been no change in policy with regard to the Council estate and within the forthcoming Property Strategy there will be new targets for running costs and reducing the maintenance backlog. When looking at property disposals over time it will very much depend on how the Disposals Programme is running.</li> </ul>		
KPI 7.10	Capital income generated - The Panel highlighted a substantial difference between the target of £10m and the actual result (£1.2m) at the end of 20-21. We note this KPI is a cumulative 5-year target and over the past 5 years the profile has been lumpy. We look forward to the forthcoming new Corporate Property Strategy and sight of new targets.	All targets within the Corporate Property Strategy 2015-20 were achieved, with capital receipts amounting to over £35.8m and a reduction of over £20.5m in total running costs secured. An interim plan was adopted in 2020/21, given the disruptive impact of Covid-19 on long-term planning, and this will be reported to Cabinet in December. The lockdown period impacted much of the Council's work in relation to asset disposal in 2020/21 which affected the target for capital income generation. New targets have been included within the new five-year Property Strategy, which will be considered by Cabinet in December. <u>Relevant pages of the Mid-Year Assessment:</u> Pages 45, 49 and 50	Observation Accepted Mid-Year Assessment amended (page 50)
KPI 7.12	<b>Sickness absence</b> . Given sickness absence levels improved last year the Panel considers (2019/20) it is disappointing that the outturn forecast for	Further work on the feasibility of introducing meaningful KPIs for both short term and long- term sickness is being undertaken and proposed	Recommendation Accepted

	2021/22 is 10.76 against a target of 9.5. We note your confidence that some Council systems are working to contain sickness, however a	KPIS in relation to sickness absence can be rehearsed with the Performance Panel as part of the process for agreeing KPIs and Targets for the	
	combination of Covid-19 absence, increased	2022/25 Corporate Plan.	
	mixing, restricted access to hospital treatment for		
	other illnesses, increases in other communicable	Relevant page of the Mid-Year Assessment:	
	diseases and staff wear and tear following the	Page 49	
	pandemic, has resulted in the increase. We also		
	note the 3 areas that have concerning long term sickness, Schools, Adult Services, and Waste		
	Management.		
	in an agement.		
	As short-term sickness absence continues to fall,		
	we recommend you consider separating out the		
	short and long-term sickness results, introducing a		
	new KPI for long-term sickness absence.		
	Managing the Dandomia		
WB08 KPI8.3	Managing the Pandemic PPE – Panel questioned the cost implications of	Update included on page 53 of the Mid-year	Observation
NP10.5	increases in PPE and how the council is managing	Assessment to better reflect the ongoing financial	Accepted
	the disposal of PPE.	impact of PPE and the work being undertaken to	Accepted
	Panel was informed to date all costs have been	understand to likely demand for, and budgetary	Mid-Year Assessment
	recovered from WG Hardship Fund however it has	impact of, PPE equipment going forward	amended (page 53
	been indicated to the council this fund will end		and 54)
	from 1 April. The Panel were informed sensitivity	Any PPE issued should be disposed of through	
	analysis around the length of time PPE is required	general waste with no centralised collection or	
	is currently ongoing.	disposal process. Health and Safety guidance has	
	Ongoing Cost of PPE - The Panel stressed the	been issued on the safe disposal of PPE items	
	importance of analysing the ongoing cost of	where there has been direct contact with Covid-	
	providing PPE and the urgency of using this	19, which is to double-bag the used items, and	

	information to adequately inform the budget setting process.	leave them isolated for 72 hours before adding them to general waste.	
	Panel was advised for the forthcoming budget setting the cost is likely to be taken as a one off due to unknown in length of time PPE will be required, rather than adding it to the base budget. Commendation - the Chair of the Children and Young People's Scrutiny Committee considers the Committee has been instrumental in monitoring the impact of the pandemic and recovery for	Relevant pages of the Mid-Year Assessment: Pages 53 and 54	Observation noted
	Children & Young People for the past 18 months. We receive bi-monthly reports from Education and Lifelong Learning, updating us on progress in this area, bi-monthly updates from the Youth Justice Service, and we have received further briefings and quarterly performance reports from Children's Services on the pressures they face, with the latest update being brought to CYPSC this week. The Chair commends the Cabinet and Service Areas for their response and proactive approach to dealing with this and would echo the comments from Estyn, as set out in Appendix A to the papers. CYPSC will continue to closely monitor progress going forward.		
General Cllr	Mid-year performance report shows there has		Observation noted
Howells	been a lot of good work undertaken across service		

	areas, coping with the pandemic, and delivering services for citizens. It is pleasing to see so many Indicators with a green status.	
Cllr	Very pleased to see previous recommendation of	Observation noted
Howells	this panel has been taken on board and that this report now includes the number of employees who have benefited from Living Wage work and the value of this to the economy.	