

Annual Well-being Report 2022/23 – End of Year Performance Assessment

Reason for the Report

1. To undertake pre-decision scrutiny of the Council's Annual Well-Being Report 2022/23 reviewing the Council's end of year performance assessment prior to its consideration by Cabinet on 13 July 2023.

Structure of the Papers

2. Attached to this report are a series of appendices to assist Members preparations:

Appendix 1 - Annual Well-Being Report 2022/23

Appendix 2 - [Corporate Performance Dashboard](#)

Appendix 3a - Scrutiny Performance Panel Recommendations

Appendix 3b - Cabinet Response to Scrutiny Performance Panel Recommendations

Context

3. Members have responsibility for scrutiny of the Council's corporate planning, performance assessment and reporting arrangements in line with this committee's Terms of Reference.
4. The Council's Annual Well-Being Report 2022/23 is the end-of year performance report providing an assessment of the progress made in delivery of the administration's priorities as expressed within the Corporate Plan 2022-25.
5. The Local Government and Elections (Wales) Act 2021 introduced a number of new performance requirements on local authorities. Amongst these requirements 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. To meet these requirements, in February 2022 the Council introduced a strengthened Performance & Planning Framework and Data Strategy. This reflective performance management process assists the Council in developing a balanced picture of its improvement journey over the year, while also recognising areas which require further attention. The approach makes a strategic evaluative assessment of performance for each Well-being objective, in order to identify areas of focus for the year ahead. The self-assessment framework includes challenge by a number of stakeholders, including all Scrutiny Committees and the Governance & Audit Committee.
7. As part of the Performance Framework the Leader of the Council has committed to collaborative scrutiny engagement in the corporate planning and performance assessment process. This includes engaging informally with all Scrutiny Chairs to consider the corporate self -assessment of the Council's end of year performance 2022/23 and reflecting on their comments and observations before the Annual Well-being Report 2022/23 is formally published and considered by Cabinet. This level of engagement affords scrutiny an opportunity to shape and inform the self-assessment process.
8. The remit and role performed by the Scrutiny Performance Panel extends to in-depth informal scrutiny across all Council services. As such, membership of the Panel reflects the specialised knowledge and understanding of all five Council Scrutiny Committees, to enable effective internal challenge of the Authority's overall performance.
9. Comments, observations recommendations made by Scrutiny Chairs at the informal meeting are attached at **Appendix 3a** to inform this pre-decision scrutiny of the Annual Well-being Report 2022/23, prior to its consideration by Cabinet and full Council. The Leader's prompt response is attached at **Appendix 3b**.

Background

10. 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 its Policy Statement and the Council's Well-being Objectives for the year in

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

accordance with the Well-being of Future Generations (Wales) Act 2015. The Plan includes the **Steps** and **Key Performance Indicators (KPIs)** considered necessary to deliver and monitor progress.

11. The Corporate Plan 2022/25 is structured around 7 **Well-being Objectives**.
 - Cardiff is a great place to grow up
 - Cardiff is a great place to grow older
 - Supporting people out of poverty
 - Safe, confident and empowered communities
 - A capital city that works for Wales
 - Cardiff grows in a resilient way
 - Modernising and integrating our public services

12. Attached to this report at **Appendix A**, the Annual Well-being Report 2022/23 provides a Strategic Assessment against each of these Well-being Objectives.

13. To provide an end-of-year summary and evidence-based assessment of progress the report brings together information from several sources to assess performance, including:
 - **Progress against the Council's Key Performance Indicators**
 - **Progress against the Steps under each Well-being Objective**
 - **Inspection Reports** by regulatory bodies– The Council is subject to a number of inspections from regulatory bodies including Audit Wales, 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**
 - **Annual complaints report**
 - **Financial Monitoring** – The Council's Outturn Report 2022/23 serves to inform of the Council's financial position in respect of the year ending 31 March 2023.
 - **Feedback from Scrutiny Committees and the Governance & Audit Committee** – the Council responds to the issues raised and recommendations made by the Committees, which help to inform performance improvement.
 - **Risk** – the Council's corporate and directorate risks are considered fully;

- **Good Governance** – The Council’s Annual Governance Statement sets out an assessment of the Council’s framework of governance, risk management and internal control.

Council Performance

15. The Annual Well-being Report 2022-23 points to a broad pattern of year-on-year improvement across a range of council services

16. The Council continues to evidence a broad pattern of year-on-year improvement across a range of council services, with clear progress being made in the delivery of Corporate Plan commitments in 2022/23, in summary:

- Following the local council elections in May 2022 the new administration’s policy agenda for the next five years - ‘Stronger, Fairer, Greener’ - was approved by the Cabinet in July 2022. These priorities have been translated into the Council’s Planning and Delivery Framework with associated delivery milestones, key performance indicators and the necessary resources to ensure progress. Audit Wales also concluded that the Council has effective arrangements in place for setting corporate objectives, *using sustainable development principle to drive the setting of its well-being objectives including good use of data and a strong collaborative approach.*
- Good performance continues to be evidenced across statutory services, exemplified by positive regulatory assessments.
- The transition to hybrid working continues to be managed successfully, with the Council’s assets, digital infrastructure and HR policies enabling new models of service delivery whilst unlocking financial efficiencies, delivering service improvement, and providing greater flexibility for staff.
- Education outcomes are positive with attainment above the Welsh average and school inspection results generally positive.
- Good progress has been made in Children’s Service’s with implementation of the Accommodation Strategy, embedding both the intervention hub and reviewing hub and progressing work to shift the balance of care.

- Within Adult Social Services, the care market has been stabilised with domiciliary care requirements being met and pathways out of hospital have been improved through more effective joint working with Cardiff & Vale University Health Board.
- Progress has been maintained with the Council's housebuilding programme despite difficult market conditions.
- The Ageing Well Strategy continues to be progressed with joint working across directorates.
- A new Recycling Strategy has been approved with recycling rates in Quarter 1 achieving the statutory target.
- Record levels of maintenance spend has been achieved.
- An extensive pipeline of One Planet Cardiff projects - including the District Heat System - continues to be progressed and £100m has been secured to deliver Cardiff Crossrail as part of the Council's broader transport strategy.
- The Council has become a top 100 employer in the Stonewall Workplace Equality Index survey, the highest placed Local Authority overall and retained the Gold Award.
- The Race Equality Taskforce has completed its programme of work and each of its recommendations have been accepted.

17. The Report also draws attention to a range of performance challenges ahead:

- **Managing sustained increase in the complexity and scale of demand across Council services**
- **Responding to new risks and issues:** These include the response to the cost-of-living crisis and the energy crisis cost pressures that seriously impacted the cost of running Council venues and have had clear implications for the Council's capital programme. The Ukraine refugee crisis also necessitated the rapid mobilisation of a cross service-area response
- **Workforce pressures now impacting on all council services:**
- **Ensuring continued financial resilience:** The Budget Update Report sets out an indicative Revenue budget gap of £36.7 million for 2024/25 and a £119.2 million budget gap across the period of the Medium- Term Financial Plan. These pressures are due to a combination of increased complexity and scale of demand on services, inflationary pressures driven by employee related costs,

the costs of goods and commodities purchased by the Council (such as energy, food and fuel) and the cost of construction, materials and commissioned services. Continued post-pandemic pressures in income recovery in some services also remains an issue.

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. 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**.
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.

Way Forward

20. To support this item the Leader of the Council, Councillor Huw Thomas; the Cabinet Member for Finance, Modernisation and Performance, Cllr Chris Weaver; 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.

Legal Implications

21. 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

22. 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:

- I. Consider the information provided at the meeting, the Council's Annual Well-Being Report 2022-23, and its appendices; and
- II. Determine whether it wishes to convey any comments, observations, or recommendations to Cabinet.

DAVINA FIORE

Director of Governance and Legal Services

6 July 2023