

<b>Meeting of:</b>	<b>CORPORATE OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>Date of Meeting:</b>	<b>24 JULY 2023</b>
<b>Report Title:</b>	<b>QUARTER 4 PERFORMANCE 2022-23</b>
<b>Report Owner / Corporate Director:</b>	<b>CHIEF OFFICER – LEGAL AND REGULATORY SERVICES, HR AND CORPORATE POLICY</b>
<b>Responsible Officer:</b>	<b>ALEX RAWLIN POLICY AND PUBLIC AFFAIRS MANAGER</b>
<b>Policy Framework and Procedure Rules:</b>	<b>Monitoring the Council’s performance against its Corporate Plan forms part of the Council’s Performance Management Framework.</b>
<b>Executive Summary:</b>	<b>This report provides -</b> <ul style="list-style-type: none"> <li>• <b>an overview of performance against the well-being objectives in the Corporate Plan 2018-23 for the final year of the plan.</b></li> <li>• <b>more detailed information on quarter 4/year-end performance on the 31 commitments and 36 performance indicators set out to deliver the well-being objectives.</b></li> </ul>

## **1. Purpose of Report**

- 1.1 The purpose of this report is to provide the Committee with an overview of the Council’s performance against the Corporate Plan objectives in quarter 4 of 2022-23, which is the final year-end outturn position. This report should be viewed in the context of it being the final year of the Corporate Plan 2018-23 and the 3 well-being objectives set out within the plan. The format of this report and the supporting dashboards will be reviewed to reflect the new Corporate Plan, delivery plan and performance framework.

## **2 Background**

- 2.1 In March 2022 the Council published its Corporate Plan 2018-23, reviewed for 2022-2023. The Plan defined 31 commitments to deliver the 3 well-being objectives and 36 indicators to measure progress in the final year of the plan.
- 2.2 Directorate Business Plans were developed to define service actions and performance indicators for the year, which include the 36 indicators in the Corporate Plan along with other key indicators.

2.3 As part of the Performance Management Framework, monitoring of these commitments and performance indicators is carried out quarterly through 4 separate directorate dashboards scrutinised by Directorate Management Teams and reported quarterly to Corporate Performance Assessment (CPA). A performance overview report is presented to Corporate Overview and Scrutiny Committee (COSC) at quarters 2 and 4 to support their role in scrutinising progress on delivery.

### 3. Current situation / proposal

#### 3.1 Summary of progress on Corporate Commitments

Table 1 shows the overall position on commitments and Table 2 the position for each of the well-being objectives.

**Table 1**

Status	Meaning	Q4 Performance	
		Number	Percentage
<b>BLUE</b>	Complete	3	9.7%
<b>GREEN</b>	Progressing as planned and according to designated time, budget and desired outcomes	12	38.7%
<b>AMBER</b>	Issues that could delay progress	16	51.6%
<b>RED</b>	Significant issues	0	-
	Total	31	100%

**Table 2**

Status	WBO1: Supporting a successful sustainable economy		WBO2: Helping people & communities to be more healthy and resilient		WBO3: Smarter use of resources	
	Number	%	Number	%	Number	%
<b>BLUE</b>	2	18.2%	0	0%	1	9.1%
<b>GREEN</b>	5	45.4%	1	11.1%	6	54.5%
<b>AMBER</b>	4	36.4%	8	88.9%	4	36.4%
<b>RED</b>	0	-	0	-	0	-
<b>Total</b>	11	100%	9	100%	11	100%

#### 3.2 Summary of Performance Indicators

Revised targets were approved by Council and published in October 2022, and these are the targets against which quarter 4 performance is being judged. Targets have been set for most indicators, but there remain some instances where

indicators are new or where uncertainty around the impact of Covid-19 on outcomes means a numerical target was not set. Here, targets are set as 'establish new baseline' or 'benchmarking'.

3.3 Of the 36 indicators in the Corporate Plan, 32 are compared against their target and awarded a RAYG status. 4 indicators cannot be given a status as the data is either not available (1 indicator) or no target was set (3 indicators). Table 3 shows overall performance and Table 4 the performance for each well-being objective.





**Table 3**

Status	Definition	Q4 Performance	
		Number	%
<b>GREEN</b>	On target or better AND Performance has improved compared to last year (or performance is at maximum and cannot be improved on)	11	34.4%
<b>YELLOW</b>	On target	6	18.7%
<b>AMBER</b>	Target is within 10%	7	21.9%
<b>RED</b>	Target is missed by 10% or more	8	25.0%
	Total	32	100%

**Table 4**

Status	WBO1: Supporting a successful sustainable economy		WBO2: Helping people & communities to be more healthy and resilient		WBO3: Smarter use of resources	
	Number	%	Number	%	Number	%
<b>GREEN</b>	3	60%	7	41.2%	1	10%
<b>YELLOW</b>	1	20%	1	5.9%	4	40%
<b>AMBER</b>	1	20%	4	23.5%	2	20%
<b>RED</b>	0	-	5	29.4%	3	30%
<b>Total</b>	5	100%	17	100%	10	100%

3.4 Trend data is available for 29 Corporate Plan indicators. For the remaining 7, either no data was available at the time of the report (1 indicator), it is not appropriate due to the nature of the performance indicator (3 indicators), or no target was set (3 indicators). Trend data for quarter 4 is set out below:

Performance Indicators Trend Definition		Trend at Q4	
		Number	%
	Performance has improved compared to last year.	15	51.72%
	Performance has been maintained (this includes those at maximum)	0	-
	Performance has declined BUT within 10% of the last year	7	24.14%
	Performance has declined by 10% or more compared to previous year	7	24.14%
	Total	29	100%

### Other performance indicators

3.5 Of the 68 additional service indicators identified as part of the CPA process, 54 can be compared against their target, and 14 indicators cannot as there is either no data (1 indicator) or no target set (13 indicators). Table 5 shows the overall performance and table 6 the performance for each of the well-being objectives:





**Table 5**

Status	Definition	Q4 Performance	
		Number	%
<b>GREEN</b>	On target or better AND Performance has improved compared to last year (or performance is at maximum and cannot be improved on)	18	33.3%
<b>YELLOW</b>	On target	9	16.7%
<b>AMBER</b>	Target is within 10%	13	24.1%
<b>RED</b>	Target is missed by 10% or more	14	25.9%
	Total	54	100%

**Table 6**

Status	WBO1: Supporting a successful sustainable economy		WBO2: Helping people & communities to be more healthy and resilient		WBO3: Smarter use of resources		Other	
	Number	%	Number	%	Number	%	Number	%
<b>GREEN</b>	6	60%	9	40.9%	3	14.3%	0	-
<b>YELLOW</b>	1	10%	1	4.55%	7	33.3%	0	-
<b>AMBER</b>	3	30%	5	22.73%	5	23.8%	0	-
<b>RED</b>	0	-	7	31.82%	6	28.6%	1	100%
<b>Total</b>	10	100%	22	100%	21	100%	1	100%

3.6 Trend data is available for 60 of the 68 Corporate Plan and service plan indicators and performance compared with last year is as follows:

Performance Indicators (Trend)		Trend at Q4	
		Number	%
	Performance has improved compared to last year.	32	53.33%
	Performance has been maintained (this includes those at maximum)	2	3.34%
	Performance has declined BUT within 10% of the last year	11	18.33%
	Performance has declined by 10% or more compared to previous year	15	25%
Total		60	100%

**Summary of Sickness Absence**

3.7 For 2022-23, the focus continues to be on trying to reduce sickness across the organisation, therefore no targets were set for the BCBC total or individual directorates. Staff well-being measures are in place and sickness continues to be closely monitored by Directorate Management Teams, Corporate Management Board, and at CPA. At quarter 4 cumulative days lost per FTE is 13.20 days compared with 12.36 days for the same period last year, a 6.8% increase. With the exception of the Communities Directorate, all areas have seen an increase in absence levels. The proportion of absences that are long-term has decreased from 78% at quarter 4

last year to 73% at quarter 4 2022-23. Overall sickness levels are now in excess of the pre-pandemic levels and currently showing a year-on-year rise.

### **Self-Assessment**

- 3.8 Dashboards have been further developed during 2022-23 and now include oversight of financial information, risk, workforce planning, procurement, consultation and engagement exercises, and recommendations from external regulators. This has helped to embed the requirements of self-assessment within our routine performance management arrangements and given greater scope to build a body of evidence for self-assessment throughout the year. The draft self-assessment for 2022-23 has been produced using performance data from this report and the more detailed dashboards that support it.

## **4. Equality implications (including Socio-economic Duty and Welsh Language)**

- 4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

## **5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives**

- 5.1 This is a backward looking report which assists in reviewing progress made in achievement of the following corporate well-being objectives set for 2018-23 under the **Well-being of Future Generations (Wales) Act 2015**:-
1. **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
  2. **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
  3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council’s well-being objectives.
- 5.2 Moving forward progress will be assessed under the corporate well-being objectives set for 2023- 2028.

## **6. Climate Change Implications**

6.1 There are no specific implications from this report on climate change.

## **7. Safeguarding and Corporate Parent Implications**

7.1 There are no specific implications from this report on safeguarding or corporate parenting.

## **8. Financial Implications**

8.1 There are no financial implications arising from this report.

## **9. Recommendations**

9.1 The Committee is recommended to note the Council's performance for the year 2022-23.

## **Background documents**

None.