

Meeting of Corporate Overview and Scrutiny Committee

14 December 2023

Recommendations / Information requested

	Recommendations / Information Requested:	Response:
Quarter 2 Performance 2023-24		
<u>Recommendations:</u>		
1	That Directorates complete the narrative section of their Performance Dashboards as completely as possible, to demonstrate where corrective actions are in place, what is being done in mitigation or to remove barriers.	This has been taken into account in providing commentary for Q3 performance dashboards. Commentary is generally improved, but any specific issues can be raised in CPA or COSC meetings in March that consider Q3 performance.
2	That following discussion of examples where the same narrative had been reported for more than one commitment, or for both Progress this Period and Next Steps for the same commitments, consideration be given to how the next steps and actions can be collated into an action plan for ongoing monitoring.	Comments were the same where the commitments were linked such as those linked to Valleys Regeneration Strategy, or where they were not progressing for the same reasons – lack of funding etc, however progress made on improving comments for Q3 will have improved on this issue so that the problems are explained more clearly. Similarly, the updated CPDP will remove many unfunded commitments so they will be deprioritised and no longer be monitored. With current capacity issues, the performance team is unable to develop a new process / action plan.
3	That Local Members be invited to a Briefing Session for those interested in Self Build Homes opportunities and be requested to identify any potential land for sites in their communities.	Noted. This item will be initially included in the all-member briefing on the Replacement Local Development Plan on the 6 th of March. Following that briefing further member sessions can be arranged as necessary or pre application advice can be provided about specific sites with interested residents.
4	That better links and working together regarding tree planting with Town and Community Councils be referred to the Town and Community Council Forum as an item for discussion.	Noted. This will be included as a topic for discussion at a future TCC Forum to explore ways that the Council and TCC's can work closer with regard to tree planting in local communities.

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5	That the existing number of Blue Flag beaches and Green Flag parks be added to those PIs for the Quarter 3 Dashboard if they are within the correct period or clarified in the narrative if not, and that both these indicators be changed to Annual Indicators.	Both are annual indicators due to be reported at Q4 with data collection set for 31st March 2024 as per the data quality and accuracy forms completed for the indicators at the beginning of the year. Presentation of annual indicators has been improved on the performance dashboards for Q3 to make it clearer when the data is due to be reported, and 'grey out' any annual indicators in quarterly reporting. Agreed – Indicators for Blue Flag and Green Flag spaces will now be an annual indicator.
6	That the Committee write a letter to the Welsh Minister for Finance expressing that national policy commitments be fully funded both in terms of capital funding and ongoing revenue funding and that core responsibilities should not be diluted by not fully funding national policy commitments, such as Active Travel, 20 miles per hour zone, Universal Primary Free School Meals and School Modernisation, etc.	The letter is attached for Members' information.
<u>Information Requested:</u>		
7	That previous Performance Information data for Disabled Facilities Grants be broken down to include trend analysis for the next Quarter's Performance onwards and a briefing paper on the progress to date be provided for circulation to COSC Members to provide assurance.	The 210-day target set for 23-24 for the legacy aggregated DFG PI (PAM/015) has been applied to each of the 4 new PIs for Q3 with the current outturn for the legacy PI provided within the performance comments for context of overall performance whilst in the baseline setting year.
8	The Heronsbridge Inspection Report.	This report was sent to Members on 14 March 2024.

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9	An Update on the number of CATs progressing and the stages from the latest monthly spreadsheet report.	This information was sent to Members on 14 March 2024.
Engagement and Participation Strategy		
<u>Recommendations:</u>		
10	<p>The Committee acknowledged the aims and objectives of the draft strategy and highlighted that how to address the following issues should be included in an action plan for how the Strategy will be implemented and monitored:</p> <ul style="list-style-type: none"> - The website is not the easiest to navigate. - The number of clicks from the home page to the Agenda for meetings. - Who to follow via social media and how often social media is used. - What is planned to ensure effectiveness in engaging with the public through visual content rather than just written content. - The low number of E petitions being received since May 2022 - How to encourage public to observe meetings and engage. - How to measure levels of engagement and the impact of consultation. - How to engage with children and young people. 	<p>Following the public consultation, the final Strategy will be presented to Cabinet for sign off. Once signed off, a working group will be established to develop an action plan, and these recommendations will be considered and incorporated at that time.</p>
11	That following the consultation an Action Plan developed for the strategy be added to the Forward Work Programme at the appropriate time, to monitor progress of the implementation.	Once the action plan is developed, an annual report will be produced to demonstrate progress against the Strategy.

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12	The Peer Review report on Communications.	The Communications Peer Review was carried out on the basis that it was an internal document, not for publication, the participants supported and took part in the review in an open and honest way with that undertaking. It is not appropriate therefore to share the whole document publicly, however, the document has been shared with Group Leaders on the basis that relevant information can then be shared with their group members on a 'need to know' basis if necessary.															
13	Statistics for call rates and answering times and identification of the busy and less busy calling times.	<p>In the week ending 22nd February, the customer service handled 1,628 calls. The average wait time was 1 min 47 secs. The average handling time was 11 mins 6 secs with the longest call taking 1 hour 27 mins to deal with</p> <p>Below is an analysis of the call rates over the past 12 months. The busiest time of day is between 11 am and 2 pm</p> <table border="1" data-bbox="1375 1145 1998 1497"> <thead> <tr> <th>Band</th> <th>No. calls</th> <th>%age</th> </tr> </thead> <tbody> <tr> <td>12:00 - 13:00</td> <td>8786</td> <td>15.5</td> </tr> <tr> <td>13:00 - 14:00</td> <td>8504</td> <td>15.0</td> </tr> <tr> <td>11:00 - 12:00</td> <td>8085</td> <td>14.2</td> </tr> <tr> <td>14:00 - 15:00</td> <td>7176</td> <td>12.6</td> </tr> </tbody> </table>	Band	No. calls	%age	12:00 - 13:00	8786	15.5	13:00 - 14:00	8504	15.0	11:00 - 12:00	8085	14.2	14:00 - 15:00	7176	12.6
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		10:00 - 11:00	6187	10.9
		15:00 - 16:00	5968	10.5
		09:00 - 10:00	4665	8.2
		16:00 - 17:00	4216	7.4
		08:00 - 09:00	3174	5.6
Forward Work Programme Update				
a.	The Committee agreed to review whether to add a future report on Disabled Facilities Grants to their FWP or refer it to SOSC 3 for consideration, after receipt of the briefing paper on progress to date, requested in 7 above.	The Committee to consider after receipt of the Disabled Facilities Grants Briefing Paper on progress to date.		
b.	The Committee noted that the Blue Badge Public Consultation was scheduled to take place in Autumn 2023 in the response provided to 24 July 2023 Recommendations Monitoring and asked for an update on the response to be requested.	Noted. The Blue Badge Parking Charge Consultation will take place in late spring 2024 and the results of the consultation will be reported back to scrutiny prior to Cabinet decision.		