

Appendix 3

Below are the draft minutes of the Overview and Scrutiny Committees which each considered the year-end Performance Management and Improvement Framework reports.

Corporate Resources OSC – 10th June 2024

PERFORMANCE MANAGEMENT & IMPROVEMENT FRAMEWORK 2023-24

The Committee received a report which provided the Council's performance and Improvement Framework year-end report. The report outlined the delivery of the Council's priorities for the period 1st April 2023 to 31st March 2024. It also provided an overview of the performance relevant to the role and remit of this committee.

The analysis of the performance for 1 April 2023 to 31 March 2024 against each of the six policy objectives of the Health and Wellbeing Strategy and the balanced scorecard that is set out in appendix 1. The areas of particular interest to this Committee were highlighted in the report, however, the full performance management and improvement framework across all priority areas was outlined in appendix 1.

The report outlined the challenges, achievements, actions, and resources for each policy objective. It also included performance data including strategic and operational measures and is informed by qualitative and quantitative assessment to inform policy and resource decisions.

A review of the current PMIF will undergo a review to ensure that the information provided but the framework continues to add value to decision making process and reflects advancements in technology.

RESOLVED:

- i. That Committee noted the report
- ii. The Committee welcomed the year end performance report attached to the main report at Appendix 1
- iii. The Committee recommends that the performance report to Cabinet for consideration in July 2024

Care, Health, and Wellbeing OSC – 11TH June 2024

PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK – YEAR END UPDATE - 2023-24

The Committee received a report which provided the Council's performance and Improvement Framework year end report. The report outlined the delivery of the Council's priorities for the period 1st April 2023 to 31st March 2024. It also provided an overview of the performance relevant to the role and remit of this committee.

The analysis of the performance for 1 April 2023 to 31 March 2024 against each of the six policy objectives of the Health and Wellbeing Strategy and the balanced scorecard that is set out in appendix 1. The areas of particular interest to this Committee were highlighted in the report, however, the full performance management and improvement framework across all priority areas was outlined in appendix 1.

The report outlined the challenges, achievements, actions, and resources for each policy objective. It also included performance data including strategic and operational measures and is informed by qualitative and quantitative assessment to inform policy and resource decisions.

A review of the current PMIF will undergo a review to ensure that the information provided but the framework continues to add value to decision making process and reflects advancements in technology.

The Committee queried the care assessment timeline, and the viability of care home operators while the Council is encouraging patients to be able to seek care at home. It was noted that some additional capacity has been given to the team to bring down the number of assessments to pre pandemic levels.

It was agreed that further information would be provided via email on behalf of the Housing Team to answer queries about accommodation options and support for those who are homeless.

RESOLVED:

- i. That Committee noted the report
- ii. The Committee welcomed the year end performance report attached to the main report at Appendix 1
- iii. The Committee recommends that the performance report to Cabinet for consideration in July 2024

Housing, Environment and Healthy Communities – 17th June 2024

CPL3 PERFORMANCE MANAGEMENT & IMPROVEMENT FRAMEWORK - YEAR END PERFORMANCE 2023/24

The Committee received a report which provided the Council's performance and Improvement Framework year-end report. The report outlined the delivery of the Council's priorities for the period 1st April 2023 to 31st March 2024. It also provided an overview of the performance relevant to the role and remit of this committee.

The analysis of the performance for 1 April 2023 to 31 March 2024 against each of the six policy objectives of the Health and Wellbeing Strategy and the balanced scorecard is set out in appendix 1. The areas of particular interest to this Committee were highlighted in the report, however, the full performance management and improvement framework across all priority areas was outlined in appendix 1.

The report outlined the challenges, achievements, actions, and resources for each policy objective. It also included performance data including strategic and operational measures and is informed by qualitative and quantitative assessment to inform policy and resource decisions.

The current PMIF will undergo a review to ensure that the information provided is meaningful and the framework continues to add value to decision making process and reflects advancements in technology.

It was requested if the structure of the data was outlined to show what are targets, and how they are improving over time, it was noted that this is the biggest constraint the team face as there is no online dashboard, however, this is going to be part of the review process to be able to show data in a more effective way.

It had been noted in the data there was an increase in expenditure for B&B and temporary accommodation, and how the Council plan to reduce this cost going forward. It had been noted to the Committee that supported housing had funding for 62 new bed spaces from November 2024 and within the housing action plan it would be improving and developing preventative work to reduce the expenditure on temporary accommodation.

Further analysis of the data showed there had been an increased in resignations and if there was further information into why it has increased. The committee noted that the employee survey is still live, and once they have the data this can be fed back to the Councillors, but HR would be using this to create action plans to create a better working environment. It was further noted that a leaver survey has been operating for only a few months and would soon be receiving data, but this can be fed back.

RESOLVED:

- (i) That Committee noted the report
- (ii) The Committee welcomed the year end performance report attached to the main report at Appendix 1
- (iii) The Committee recommends that the performance report to Cabinet for consideration in July 2024

Families OSC – 20th June 2024

PERFORMANCE MANAGEMENT & IMPROVEMENT FRAMEWORK - YEAR END PERFORMANCE 2023/24

Purpose of the Performance Management and Improvement Framework:

1. The Performance Management and Improvement Framework (PMIF) enables the Council to know how it is delivering against the Thrive agenda. It has a clear focus on priorities, delivery, measurement, and analysis of impact. It is based on Thrive and the Health and Wellbeing Strategy and incorporates an organisational 'health check' balanced scorecard.

The report was presented. Over the coming twelve-month period the current PMIF will undergo a review to ensure that the information provided by the framework continues to add value to decision making process and reflects advancements in technology and the introduction of the Office for Local Government.

Families Overview and Scrutiny Committee is recommended to:

- Comment on the year-end report at Appendix 1 and identify any areas for further scrutiny.
- Recommend the performance report to Cabinet for consideration in July 2024.

The committee raised a question in relation to 'School readiness: % of children achieving a good level of development at the end of Reception' and why it is at a baseline of 73.4% and not 100%. This was addressed by the explanation that this baseline is dependent on achieving a good foundation of development which may not always be attainable due to the requirement of SEND etc. Benchmarking is required and opportunities are needed by nurseries to build on foundations of children going into primary school. The impact of the COVID pandemic was raised and the affects it had in relation to children's experiences such as socialising.

Noted – Supplementary information is required to track the progress of school readiness.

The committee clarified the council's level of control over aspects such as exclusions and the ability to influence the related figures. Suzanne Dunn, Service Director of Education, Schools and Inclusion, works closely with academy's in offering support and involvement in what is wanted to be seen in terms of foundation levels, education and attendance.

The committee raised the need to include schools in need of improvement within the scope of the committee. The School Improvement Service is managed through the Council via trade services. The ambition is for all children to attend good or outstanding schools. The School Improvement Service is due to be discussed in future Families OSC.

RESOLVED

- i. The committee noted and agreed the above report and recommendations.