

THE VALE OF GLAMORGAN COUNCIL

CABINET: 19<sup>TH</sup> OCTOBER, 2023

REFERENCE FROM CORPORATE PERFORMANCE AND RESOURCES  
SCRUTINY COMMITTEE: 20<sup>TH</sup> SEPTEMBER, 2023

“373 DRAFT VALE OF GLAMORGAN ANNUAL SELF-ASSESSMENT 2022/23  
(REF) –

The reference from Cabinet on 7<sup>th</sup> September, 2023 was presented by the Director of Corporate Resources, for consideration by the Committee. The Annual Self-Assessment formed part of the Council's legislative requirements and performance management framework, which entailed the self-assessment of its work against the Annual Delivery Plan, which formed part of the overall Corporate Plan for 2020 to 2025. The Draft Vale of Glamorgan Annual Self-Assessment report 2022/23 was appended at Appendix A, with an “easy read” version at Appendix B.

The purpose of the self-assessment was to look back at how the Council had performed but also, importantly, to use that as the basis for how the Council would develop and improve in the future. The report itself was a position statement on performance over the past year in terms of delivering the Council's priorities that were set out in the Annual Delivery Plan and how this aligned to the five-year Corporate Plan. The report also addressed the three critical challenges which the Council had identified for the current year (cost-of-living crisis, climate emergency (Project Zero) and ensuring organisational resilience). The self-assessment process was informed via individual Directorate Self-Assessments, a range of performance, engagement and other data, peer challenge, sessions with Elected Members and external consultation, surveys and feedback.

Following the presentation of the reference and appended report, the following comments and questions were raised by the Committee and others:

- Councillor Carroll's query on recent issues concerning service delivery (including matters raised by residents), and their impact on performance, was addressed by stating that the Council valued the input and feedback from Vale residents, in order that their voice could be heard and considered as part of the self-assessment process, including the Let's Talk About Life in the Vale survey. The Council's Self-Assessment rating was assessed by judging its performance against the Annual Delivery Plan (which had seen 85% of those commitments and the associated targets met) as agreed by Cabinet, with input from Scrutiny Committees as part of developing that plan and subsequent service plans.
- Councillor Haines raised similar concerns that the self-assessment and subsequent reporting process was not fully reflective of the views and experiences of residents in the Vale. However, the report itself was set out in a clear and easy to read format.

- The Vice-Chair emphasised the need for the self-assessment and reporting process to include a clear rationale for the Council's decisions in terms of service provision and what had gone well and not so well.
- Councillor Loveluck-Edwards added that the process should reflect an open and honest appraisal of where the Council was at, (which it already did to a greater extent) and the work the Council was undertaking, with its progress and performance being very much a 'work in progress' as it faced various challenges including the cost of living crisis. It was important that Elected Members fully engaged in this process and fed through residents' comments to it including the good, bad and indifferent. It was explained that the finalised version of this report would include further residents' feedback (including from survey work) and would look at both the formal and informal frameworks around resident interactions (including complaints) with Council services. It was important that residents and Elected Members fed back into this process i.e. through the Let's Talk About Life in the Vale survey and the Vale of Glamorgan Council Champions network.
- The Chair stated the importance of having clarity on the scope of the self-assessment and reporting process i.e. to make it clear that it was reporting on those areas and services that the Council said it would do and had done, which would help to reinforce the accessibility and readability of the report.

Scrutiny Committee, having considered the reference and appended report, subsequently

**RECOMMENDED – T H A T** the following comments of the Corporate Performance and Resources Scrutiny Committee be passed to Cabinet:

- That further emphasis was given to the reflections and views of residents on Council services within the report. This should provide an open and honest reflection of what had gone well and not so well from residents' viewpoints and provide the rationale behind the Council's decisions concerning these, in order to inform Elected Members and residents about why the Council were making the decisions it had on these areas, and the factors involved, as well as the risks of not carrying these out.
- It was important for the Council to communicate to the public about the services it provided and what it could and could not do due to the current economic and other pressures that it faced.
- Residents and Elected Members should be further encouraged (by the Council and Elected Members) to feedback into this process, i.e. through the Let's Talk About Life in the Vale survey and the Vale of Glamorgan Council Champions network.
- To have greater clarity in the report concerning its scope and purpose in that it was reporting on those areas and services that the Council said it would do and had done.

#### Reason for recommendation

In order for Cabinet to consider the comments raised by the Committee prior to the final Vale of Glamorgan Annual Self-Assessment Report being considered by the

Governance and Audit Committee, Cabinet and thereafter presented for endorsement by Full Council.”