

No.

CORPORATE PERFORMANCE AND RESOURCES SCRUTINY COMMITTEE

Minutes of a meeting held on 21st September, 2017.

Present: Councillor G.D.D. Carroll (Chairman); Councillors R. Crowley, O. Griffiths, S.J. Griffiths, Dr. I.J. Johnson, P.G. King, N. Moore and L.O. Rowlands.

Also present: Councillor J.W. Thomas (Executive Leader and Cabinet Member for Performance and Resources).

298 APOLOGIES FOR ABSENCE –

These were received from Councillor V.P. Driscoll (Vice-Chairman) and E. Williams.

299 MINUTES –

RECOMMENDED – T H A T the minutes of the meeting held on 20th July, 2017 be approved as a correct record.

300 DECLARATIONS OF INTEREST –

Councillor Dr. I.J. Johnson	Agenda Item No. 6 – Reshaping Services Programme – Update on Implementation – He was a Member of Barry Town Council and he had a dispensation to speak and vote in regard to the Council's Reshaping Services Programme.
Councillor L.O. Rowlands	Agenda Item No. 6 – Reshaping Services Programme – Update on Implementation – He was a Member of Barry Town Council and he had a dispensation to speak and vote in regard to the Council's Reshaping Services Programme.
Councillor P.G. King	Agenda Item No. 6 – Reshaping Services Programme – Update on Implementation – He was a Member of Llandow Community Council and he had a dispensation to speak and vote in relation to the Council's Reshaping Services Programme.

301 CALL-IN – COUNCILLOR DR. I.J. JOHNSON – PROCUREMENT OF REFIT WORKS FOR COUNCIL BUILDING ASSETS –

The above matter had been subject to Cabinet consideration at its meeting held on 4th September, 2017 (Minutes No. C63 refers).

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Councillor Dr. Johnson had called-in the matter for further consideration by the Scrutiny Committee and to receive additional information on and, be satisfied with regard to:

- (1) The possible eligible projects for which ReFit Cymru can be used, and which have been identified by Cabinet as appropriate for implementation – and the basis on which these decisions have been made
- (2) The anticipated costs and savings of these proposals
- (3) The appropriateness of the procurement mechanisms in securing local benefits for Vale of Glamorgan based companies as first tier contractors or sub-contractors.

Councillor Dr. Johnson also referred in addition to the above and sought further information included in the scheme and details in regard to the procurement exercise that would be undertaken. He noted that 28% of the Council's schools had not taken up the opportunity to be involved with the scheme and enquired the reasons for their non-participation.

In response, the Head of Finance tabled for the consideration of the Committee details of the ReFit Programme and, in particular, the types of work that could be funded via this programme.

The Leader of the Council, who was in attendance as the portfolio holder, reminded the Committee that the initiative was a Welsh Government scheme with the purpose of accelerating energy efficiency within public buildings. He also reminded the Committee that he was unable to answer Councillor Dr. Johnson's question regarding the eligible projects given that contractors would be responsible for vetting schemes directly. With regard to the contractors appointed under the national procurement framework for undertaking the initiative, there were a total of 16 national contractors. The appointed contractors would be responsible for assessing the business case for each building and for the introduction of energy efficiency initiatives. Energy efficiency savings were anticipated in the region of £240,000 in the first year with contractors responsible for delivering the predicted savings.

Discussion ensued regarding the possibility of including an appropriate clause in the contract specification to ask how these contractors would sub-contract local contractors to deliver the Council's schemes.

The Head of Finance indicated that Council buildings had been identified of which 10 were schools. The scheme had been widely promoted across all schools within the County, however, it was likely that not all schools had engaged in the initiative due to financial considerations. She also indicated that it was normal practice within the invitation to tender process to ask contractors a range of questions including how they would utilise local contractors, promote local employment and create apprenticeships. This had been done as part of other Council projects and referred to projects such as the Penarth Learning Community project where such arrangements had been implemented. She also indicated that she would circulate via email details of the companies on the national procurement framework for this work.

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A Member of the Committee referred to information in relation to the companies participating in the scheme which was available on the relevant website.

Further discussion centred around the Committee's preference for the inclusion of an appropriate clause in the invitation to tender for the contract. The Committee, having given due consideration to the matter,

RECOMMENDED – T H A T the procurement of ReFit works for Council building assets be supported and that the Cabinet be asked to give consideration to the inclusion of an appropriate clause in the invitation to tender for the contract to require how the main contractors would utilise local contractors, local employment and support apprenticeships to deliver the scheme.

Reason for recommendation

To ensure that the local community benefitted from the contract during its delivery.

302 PROPOSED REFINEMENT OF THE SINGLE STATUS GRADING SYSTEM (REF) –

Cabinet, at its meeting held on 18th September, 2017, had given consideration to the refinement to the Council's pay structure for those employees on Single Status terms and conditions of employment. The Cabinet, having considered the matter at that time, had subsequently recommended the following:

- “(1) T H A T a refinement to the Single Status pay structure as set out in paragraphs 11 to 15 of the report be approved in principle.**
- (2) T H A T the matter be referred for consideration by the Scrutiny Committee (Corporate Performance & Resources) on 21 September, 2017, the Schools Budget Forum on 20 September, 2017 and continuing consultation with the Single Status trade unions.**
- (3) T H A T subject to resolutions 1 and 2 above, a final decision on the matter be taken by Cabinet on 9 October, 2017 with a view to implementation on 1 December, 2017.**

Reasons for decisions

- (1) To help ensure that pay levels were maintained at a sustainably higher level than the National Living Wage and move incrementally closer to the Foundation Living Wage.**
- (2) To ensure that the views of the Scrutiny Committee (Corporate Performance & Resources) and relevant stakeholders were considered prior to progressing any change to the pay structure.**

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(3) To ensure timely arrangements were in place to implement the proposals.”

The National Living Wage (NLW) was introduced by the UK Government in April 2016 for those over 25 years of age.

The NLW rate was set at the time at £7.20 per hour with the stated intention that the rate would increase to approximately £9.10 by April 2020. The projection had been recently modified to £8.75 by the Office for Budget Responsibility.

The projected rise in the NLW would, over the next few years put significant pressure on the lowest pay levels as set out in the current National Joint Council (NJC) pay spine.

Details of the current NJC Pay Spine (as it was reflected in the Council's current pay structure) was set out in Appendix A of the Cabinet report.

The proposed change to the pay structure would mean that on 1st December, 2017 the Council would have a starting salary of £7.90 per hour compared with the current NLW of £7.50 per hour. Also the new pay structure would:

- Help to ensure some congruence with a number of other Councils across Wales who had taken the lowest pay points out of their pay structures.
- Protect the integrity of the current Single Status Pay Structure without any significant review at this time or without any need to re-evaluate any jobs.
- Reduce, but not remove current differentials between job grades (i.e. supervisors would still be paid more than those supervised).
- Impact positively on approximately 1,300 employees across the Council. Many of these employees were however in part-time employment. In 'full time equivalent' terms, the proposal would affect some 260 employees.

The Head of Human Resources referred to the Cabinet's recent deliberations as set out above and he also alluded to the matter being recently discussed at School Forums and Headteacher meetings. The main drivers for the initiative were set out in the Cabinet report and given that the initiative was a UK Government proposal, national employers were tasked with reviewing the national Single Status pay structures. He also alluded to other public sector pay structures across Wales and indicated that the Council was one of the lowest in Wales in terms of the starting salary point. The proposal was a modest step in the right direction to meet the Foundation Living Wage and the introduction of the initiative would not require the Council to undertake a further job evaluation exercise.

A Member, in referring to the proposal, indicated that whilst it was welcomed, it was only “kicking the can down the road”. There would be further implications as a consequence of introducing the proposal and referred to the impact on pay differentials. The Head of Human Resources acknowledged the comments and the national employers were aware of the situation. In addition, he alluded to trade unions pay negotiation demands of 5%, but he was also aware of the national employers' view on a future pay framework.

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Another Member also welcomed the Council's move towards the Foundation Living Wage and it was particularly relevant given the impact of the pay cap on public sector workers during the last ten years. He also considered that it was right for the Council to take a lead on the issue, especially if it wished to encourage other employers to follow the Council's lead. That said, there was further work required by the Council.

The Chairman, in commenting on the matter thanked officers for their work in bringing this initiative forward which was welcome news, but acknowledged future challenges for the Council.

RECOMMENDED – T H A T the refinement of the Council's Single Status pay structure as set out in the Cabinet report for 18th September, 2017 be endorsed.

Reason for recommendation

In acknowledgement of the Council's desire to move incrementally closer to the Foundation Living Wage.

303 RESHAPING SERVICES PROGRAMME – UPDATE ON IMPLEMENTATION (REF) –

The above matter had been considered previously by the Cabinet at its meeting on 31st July, 2017. Having considered the report, the matter had been referred to the Scrutiny Committee for their consideration, with particular emphasis on the administration and implementation of the programme.

The Head of Performance and Development referred to the latest quarterly update report which was for the consideration of the Scrutiny Committee and also included, but separately, a monthly all-summary project report which was comprehensive.

As approved by Cabinet in January 2015, the Reshaping Services programme comprised three inter-related workstreams of projects as follows:

- Service Specific Workstream Projects
- Corporate Workstream Projects
- Programme Activity.

The Reshaping Services programme would undertake ongoing reviews of Council services via a "challenge process". Each service area across the Council was to be subject to challenge on a regular basis throughout the duration of the programme. Stage one of the challenge process was completed in the autumn of 2014 and was overseen by the Challenge Group which comprised the Leader, Deputy Leader and portfolio holder of the service area. The Challenge Group was supported by the Managing Director, Head of Finance, Head of Human Resources, Head of Performance and Development, the relevant Service Director and Chief Executive of Glamorgan Voluntary Services.

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Following the first round of the challenge process, Cabinet approved proposals for those services which should proceed in the first two tranches of projects to stage two of the process (a more in-depth assessment of the service's potential to be reshaped). Tranche one was targeted at delivering savings in the 2016/17 financial year and tranche two in the current financial year.

The projects included in the first tranches of the service specific workstream were as follows:

Tranche One	Tranche Two
Additional Learning Needs and Inclusion Catering Library Services Transportation Building Maintenance Highways Planning Regulatory Services ICT (to be run over tranches 1 and 2) Property projects (corporate office building rationalisation and cleaning and security) Social Services Budget and Collaborative Working Programmes	Learning and Skills Strategy and Resources Parks and Grounds (Maintenance and client services) Housing Services (Landlord responsibilities) Building Services – Cleaning and Security services Refuse and Recycling and Street Cleansing Corporate Services

Following a mid-year review of projects by the Programme Board, it was proposed that the projects for Highways, Parks and Grounds Maintenance and Refuse and Recycling and Street Cleansing be managed as a single project. Doing so had consolidated the management and staff time required to work on significant change projects and leveraged economies of scale. This change was approved by Cabinet as part of the Final Revenue Budget Proposals for 2016/17 and this project was referred to as Visible Services within the report.

The progress that had been made by each of the projects to date was as follows:

- Additional Learning Needs (ALN) and Inclusion (Amber)
- Catering (Amber)
- Library Services (Green)
- Transportation (Amber)
- Building maintenance (Amber)
- Visible Services (Amber)
- Planning (Green – Completed)
- Regulatory Services (Green – Completed)
- ICT (Amber)
- Property Projects – Corporate Office Building Rationalisation and Cleaning and Security (Amber)
- Social Services Budget and Collaborative Working Programmes (Red)
- Learning and Skills: Strategy and Resources (Amber)

No.

- Housing Services – Landlord Responsibilities (Amber)
- Building Services – Cleaning and Security Services (Amber)
- Corporate Services.

Future Projects (Tranche 3)

- Income Generation and Commercial Opportunities
- Digital Vale
- Procurement (Third Party Spend)
- Establishment Review
- Corporate Workstream Projects (Amber)
- Town and Community Councils (TCCs) and the Voluntary Sector (Amber)
- Demand Management (Amber)
- Effectiveness of Spend (Economic Development – Red; Grants – Amber).

Programme Activity

- Programme Management (Green)
- Organisational Development (Green)
- Communication and Engagement (Green).

A summary of the savings targets that were currently in place for the Reshaping Services Programme were set out below. This summary showed the savings for the current and future years. Members noted that in 2016/17, projects associated with the Reshaping Services Programme had saving targets totalling £3.052 million. The current and future targets set out follow the re-profiling of some savings as part of the Council's Final Revenue Budget Proposals 2017/18 which were referenced in the background papers to this report.

Project	2017/18 £000s	2018/19 £000s	2019/20 £000s	Total £000s
Additional Learning Needs	165	166	0	331
Transport Programme	325	0	0	325
Visible Services and Transport	525	1,487	63	2,075
ICT	400	150	0	550
Property Projects	110	303	0	413
Social Services Budget Programme	320	320	0	640
Strategy and resources	250	50	0	300
Building Cleaning and Security	50	100	0	150
Corporate Services	800	600	0	1,400
Effectiveness of Spend – Grants	350	0	0	350
Income Generation and Commercial Opportunities	50	550	500	1,100
Digital Vale	0	250	500	750
Procurement (Third Party Spend)		1,000	1,000	2,000
Establishment Review	0	250	0	250
TOTAL	3,345	5,226	2,063	10,634

A Member, in referring to the report, sought further information as to the reasons why Social Services Budget and Collaborative Working Programme was designated Red

No.

and likewise “Effectiveness of Spend (Economic Development)”. In response, the Head of Performance and Development indicated that the issues impacting on Social Services were primarily relating to budget implications due to increasing demand placed on the service. It was likely that this would be an ongoing issue for the service given the likely diminishing resources available. The Member, in responding to those comments, indicated his concern at the blanket approach of branding the service with a Red status which was unhelpful and essentially indicating that the service was failing. He had concern of the fairness of doing so and the implications for staff morale. He felt that the situation was not to do with the performance of staff in delivering services but much more to do with the resources available within the budget and the management of same. In responding to those comments, the Head of Performance and Development added that the Council regarded the management of the Social Services Budget as a Reshaping Services project given the wider context of delivering services in the future in a different way.

In regard to the Red status of the Effectiveness of Spend (Economic Development), which related to providing additional commercial lets at the BSC facility, the Head of Performance and Development undertook to inform Members separately whether that status was accurate, given that the project was considered completed.

Another Member enquired if the Strong Communities Fund had commenced. In response, the Head of Performance and Development indicated that the programme had yet to commence the first round of bids against the fund were now being considered.

Discussion ensued with the Committee deliberating given the cost-cutting remit of the Committee, whether an appropriate officer from the Directorate of Social Services be invited to a future meeting of the Committee to explain how the service proposes to approach the delivery of projects relating to the budget in the future. The Chairman and the Committee considered that it would be useful if an appropriate officer from the Social Services Directorate attend a future meeting of the Committee.

Having given consideration to the above, it was

RECOMMENDED –

- (1) T H A T the progress made in delivering the Reshaping Services Programme be noted.
- (2) T H A T an appropriate officer from the Directorate of Social Services be invited to a future meeting to advise on how the service proposed to manage its Reshaping Services projects relating to the budget.
- (3) T H A T the Head of Performance and Development be requested to send an e-mail to Members of the Committee clarifying the position with regard to providing additional office space facilities for commercial lets at the BSC facility.

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Reasons for recommendations

- (1) In acknowledgement of the Committee's responsibility to monitor progress of the Council's Reshaping Services Programme.
- (2) To update the Committee.
- (3) To update the Committee on progress.

304 CORPORATE SAFEGUARDING ANNUAL REPORT 2016/17 (REF) –

The above matter had been considered by the Cabinet at its meeting held on 31st July, 2017 and following consideration of the same the Cabinet had referred the matter to the Scrutiny Committee for consideration.

The Head of Human Resources, in referring to the report, indicated that it was a composite report split into three elements. Pages 1 to 12 had been considered by the Council's Health Living and Social Care Scrutiny Committee at its last meeting. Pages 13 to 17 of the Annual Report had been recently considered by the Learning and Culture Scrutiny Committee at its meeting this week. Pages 18 onwards of the Annual Report described the effectiveness of the Council's Safer Recruitment Policy which was within the remit of the Corporate Performance and Resources Scrutiny Committee.

In terms of the position with regard to compliance with the Council's Safer Recruitment Policy, the Head of Human Resources indicated that the Council's performance had improved when compared to the same period in previous years. He also referred to a specific number of posts affected as a result of non-compliance and where non-compliance had been identified, these had been raised with the relevant officers responsible, including Headteachers and Governors.

In the past, safeguarding activity by different parts of the Council had been reported separately to Cabinet, relevant Scrutiny Committees and Corporate Management Team. Attached at Appendix 1 to the report was the Annual Report that brought together safeguarding activity undertaken by the Resources, Learning and Skills and Social Services Directorates. This provided a more holistic representation of safeguarding activity across the Council.

The Social Services and Wellbeing (Wales) Act 2014 was implemented in April 2016. This had brought about changes in particular relating to the introduction of a "Duty to report" which had meant a revision of the Corporate Safeguarding Policy to bring staff's attention to this duty.

The new "Working Together to Safeguard People Guidance" under Part 7 of the new Act was now published. Guidance on handling individual cases (Volumes 5 and 6) to protect children and adults at risk was launched for public consultation by Welsh Government on 31st January, 2017. The guidance provided advice on what should happen if an individual had concerns about the well-being or welfare of a child or an

No.

adult at risk. The consultation closed on 25th April, 2017. Publication was due autumn 2017.

A Member, in referring to page 3 of the Annual Report, requested that future reporting of the information contained within the tables be refined to allow closer scrutiny of the information. Another Member also referred to paragraph 8 of the Annual Report and expressed his surprise that four of the 37 referrals were still ongoing. Given that the Report was for the year ending 31st March, 2017 and it was being reported to the Scrutiny Committee in September 2017, some four months later, he would expect that these four ongoing cases were now concluded. In response, the Head of Human Resources indicated that with regard to the refinement of the information contained on page 3 of the Annual Report, he would investigate whether it was feasible for the information to be refined further. In regard to the ongoing four cases, he would look into the matter and send an email to Committee Members clarifying the position.

Another Member indicated that whilst he was pleased with the initiatives undertaken by the Council to ensure compliance, sought clarification in regard to paragraph 38, page 10 of the Annual Report, relating to progress in the Board's development of an Annual Report and a work plan. He also sought clarification in regard to paragraph 18, page 16 of the Annual Report, in terms of what support was being provided to Atal y Fro. In response, the Head of Human Resources indicated that he would need to look into the matter and would email the Member with a response.

The Chairman, in summing up, enquired as to how many days had been lost and cost to the Council associated with any cases of non-compliance. In response, the Head of Human Resources indicated that there had been no cases of delay in the start of employment with the Authority and no offers of employment had been withdrawn as a result of adhering to the Policy.

RECOMMENDED –

- (1) T H A T the work undertaken to improve corporate arrangements for safeguarding and protecting children and adults be noted.
- (2) T H A T the Head of Human Resources be required to address the points made by the Committee as detailed above.

Reasons for recommendations

- (1) In acknowledgement of the work undertaken by the Council in meetings its responsibilities under the relevant legislation.
- (2) To ensure the points raised by Committee Members were addressed by the officer.

305 SICKNESS ABSENCE REPORT – APRIL 2016 TO MARCH 2017 (REF) –

The above matter had been considered by the Cabinet at its meeting on 31st July, 2017 (Minute No. C47 refers) and had subsequently been referred to the Scrutiny Committee for its consideration.

The levels of sickness absence within the Council were reported to Cabinet every six months. The report was part of a wider performance monitoring framework and improvement plan as approved by Cabinet in July 2015. The report set out the sickness absence information for the period 1st April, 2016 to 31st March, 2017 including corporate and schools' employees. It also included details of sickness absence figures for the period 1st April, 2015 to 31st March, 2016 and external data for comparative purposes.

The report acknowledged the work and commitment of all managers, employees and trade union colleagues in relation to the continual management of sickness absence. The overall sickness absence rates i.e. working time lost per Full Time Equivalent (FTE) over the period April 2016 to March 2017 were set out in the table below with comparative data for the same period in 2014 and 2015.

	April 2014 - Mar 2015	April 2015 - Mar 2016	April 2016 - Mar 2017	Annual Target
Total days/shifts lost (per FTE)	9.44	9.56	8.80	8.90

The total days / shifts lost per FTE for the period April 2016 to March 2017 indicated a reduction on the full year absence figures in comparison with 2016 (from 9.56 to 8.80 days lost per FTE which represented an overall reduction of 0.76 of a day lost per FTE). The sickness absence levels for the full year were also below the annual target of 8.90 days / shifts per FTE (an overall reduction of 0.10 days lost per FTE).

A summary of absence levels within each Directorate is set out below. A breakdown of absence in each Service area was included within Appendix A attached to the report.

Directorate	April 2015 to Mar 2016	April 2016 to Mar 2017	Annual Target
	Total days / shifts lost per FTE	Total days / shifts lost per FTE	
Social Services	13.57	11.32	11.60
Environment & Housing	12.16	9.98	11.70
MD and Resources	5.80	6.45	5.80
Learning and Skills	10.04	8.15	8.30
Totals - excluding Schools	10.79	9.27	8.90
Schools	8.26	8.29	7.90
Totals - including Schools	9.56	8.80	8.90

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There had been an improvement in absence levels across the majority of corporate Directorates against last year's performance and the annual target. Sickness absence recorded in schools had remained relatively static during this period compared to the same period in 2015-2016.

It was encouraging to note that the performance management measures implemented had helped in the overall management of sickness absence and to curb the increase in levels as experienced in 2015/16. The action plan was attached at Appendix B to the report. This contained arrangements to address sickness absence within each Directorate, including service specific considerations and moreover it provided a position update on each the identified actions / activities.

The most common reasons for sickness absence in the Council (including in Schools) over the period April 2016 to March 2017 were listed below, along with a comparison of the previous period (April 2015 to March 2016):

	Absence reason	April 2015 to March 2016	April 2016 to March 2017
1	Stress	29.0%	23.1%
2	Operations and Recovery	16.2%	18.4%
3	Viral Infection	15.9%	17.0%
4	Musculoskeletal Disorders	11.9%	10.3%

Stress continued to be the most common reason for sickness absence in the Council. However, the ratio of sickness absence related to stress had reduced from 29.0% to 23.1%. In all cases of stress or anxiety, employees were automatically referred to occupational health for advice, offered counselling support and managers were offered support in completing stress risk assessments.

Feedback from the latest quarterly report from the Care First Employee Assistance Programme had been received and was referenced in paragraphs 24, 25 and 26 of the report.

The new Managing Attendance at Work Policy was implemented on 1st October, 2016, following a period of consultation and negotiation with the Council's trade union representatives and approved by Cabinet on 23rd May, 2016.

A significant feature of the new policy was the setting out of a differential approach for the management of long term / chronic absence and short term intermittent absence. This approach responded to the recent increase in long term absence and the specific management approaches for dealing with such absence

Briefing sessions on the new Management of Attendance Policy commenced in July 2016 and continued through to October 2016. The briefing sessions reinforced the importance of the new Welcome Back to Work meeting, the revised approach to dealing with both short and long term absence and the need for regular monitoring and performance management.

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Training on the new Policy had now been subsumed within the overall Corporate Training and Development Programme. It would be a continuing priority to ensure that the new policy was implemented on a consistent basis across all service areas.

The new Staff Charter was launched in September 2016 following endorsement by both staff and the trade unions. As Members will recall, the Charter sets out the mutual expectations of staff and managers in a "reshaped" working environment. Progress continued to be made in delivering the 15 action points / commitments.

Progress continued to be made in implementing the 15 supporting actions and commitments within the Staff Charter. To date some 7 out of the 15 commitments had been delivered with a further 8 making good progress.

Over the last three months a particular focus had been placed on development work in five particular workstream areas. Each workstream was sponsored by a Chief Officer representative as set out below:

	Workstream	Sponsor
1	Skills Development	Head of Finance
2	Recognition	Managing Director
3	Communication	Head of Performance
4	Innovation	Director of Environment and Housing
5	Management Development	Head of Human Resources

Information from the Welsh Local Government Association had been received for the financial year 2015/16 to be able to compare with other Authorities within Wales. This information showed that the Vale of Glamorgan Council had the third highest attendance levels per FTE across Wales. The average absence rate across the 19 reporting Welsh Local Authorities was 10.19 days for 2016/17.

Research from the latest XpertHR survey on absence indicated the average number of days lost in local government in the public sector in 2015/16 was 9.0 sickness days per employee. The latest CIPD survey on absence management suggested that the average number of days lost in local government was 10.5 sickness days per employee.

A Member, in referring to stress levels, indicated that he was pleased that these had reduced. However, he noted that stress levels within the Social Services Directorate and within the Teacher Core was high and enquired of any "hot spots" regarding schools within the Vale of Glamorgan. The Head of Human Resources indicated that he did not have available the sickness absence levels across schools and indicated to the Member that he would email the relevant information.

Another Member referred to page 3, paragraph 14, and the information contained therein and it appeared to him that there was approximately 32% of absences not included in the data and sought clarification as to why this was the case. Separately, he also took the view that schools' performance was far better (50%) than corporate absence levels and questioned whether it was appropriate for the Council to take credit for what essentially was better performance within the school sector. He also

No.

enquired as to why 32% of the absences were not categorised in the top for categories and the reason for this being the case. In response, the Head of Human Resources acknowledged the point made regarding the school sector's performance but reminded the Member that the HR service provided support to all Vale schools as it did to the Corporate centre. The key issue was to ensure that the issue of absence management was managed in a consistent way across the organisation. In regard to the Member's last point, he would look into the matter and email the Member with clarification.

Another Member referred to the use of the Bradford Factor in the management of the Council's sickness absence arrangements. He indicated that he did not support the use of this mechanism. He went on to thank managers and supervisors for their efforts, but stated it was important for the Council to compare its performance against other Local Authorities. He was further concerned that individual team's performance could be adversely affected due to the long term absence of one individual within that team. He considered that the information contained in Appendix A to the report should be reported in the body of the report. In response, the Head of Human Resources indicated that this information could be reflected earlier in the body of the report as opposed to it being included as an appendix.

Another Member enquired of the impact of the Care First Scheme on reducing sickness absence. In response, the Head of Human Resources indicated that it was too early to see how the Care First Scheme had impacted on reducing long term absences. He alluded to the number of Occupational Health referrals which had increased from 600 to 800 which was an indicator of managers being proactive in dealing with the welfare of their staff and absenteeism. He indicated that he would investigate the feasibility of correlating the work of the Care First Scheme and the impact on long term absences.

In summing up, the Chairman welcomed the report and the good work undertaken by officers contained therein and enquired of the Head of Human Resources if there was further scope to improve the Council's current performance of third best in Wales. In response, the Head of Human Resources indicated that there was indeed scope to improve the Council's performance and, in particular, there was a continued obligation on managers to ensure that they observed and followed the Council's Absence Policy arrangements. Secondly, the Council was proactive, offering support to those employees who were absent in an effort to return them to the work place as soon as possible.

RECOMMENDED – T H A T the position in regard to sickness absence within the Council for the period April 2016 to March 2017 be noted.

Reason for recommendation

In acknowledgement of the yearly sickness absence figures and to note progress in relation to the agreed management of attendance as set out within the respective action plan.

306 EMPLOYEE TURNOVER REPORT – APRIL 2016 TO MARCH 2017 (MD) –

The figures for the period April 2016 to March 2017 indicated a decrease in turnover (from 10.76% to 10.14%), in comparison to the same period in the previous year. The total number of leavers decreased from 582 to 532. Corporate turnover had decreased over the two year period from 12.85% to 10.68%, and turnover in Schools had increased from 8.89% to 9.67%.

A comparison of the employee turnover rate is set out in the table below:

	April 2015 to March 2016		April 2016 to March 2017	
	Number of leavers	% of headcount	Number of leavers	% of headcount
Corporate total	328	12.85%	262	10.68%
Schools total	254	8.89%	270	9.67%
Grand total	582	10.76%	532	10.14%

Overall, voluntary turnover (where employees have chosen to leave the employment of the Council) had increased from 7.00% to 7.49% during the period. Corporate voluntary turnover had increased from 8.03% to 8.19%, whilst voluntary turnover in Schools had increased from 6.09% to 6.87%.

A comparison of voluntary turnover is set out in the table below:

	April 2015 to March 2016		April 2016 to March 2017	
	Number of voluntary leavers	% of headcount	Number of voluntary leavers	% of headcount
Corporate total	205	8.02%	201	8.19%
Schools total	174	6.09%	192	6.87%
Grand total	379	7.00%	393	7.49%

Appendix A to the report identified the reasons for leaving that made up the voluntary / involuntary turnover categories.

Overall corporate levels of turnover during April 2016 to March 2017 had decreased across the majority of Directorates (Managing Director and Resources, Environment and Housing Services, and Learning and Skills) with Social Services showing an increase during the period in comparison to last year. The highest percentage of turnover was in Social Services (13.24%) and the lowest percentage of turnover was in Environment and Housing (9.14%).

The below table showed the overall turnover rate within each Directorate and a further breakdown of each Directorate into Services could be found in Appendix B to the report.

No.

Directorate	April 2015 to March 2016		April 2016 to March 2017		Direction of travel
	Number of leavers	% of headcount	Number of leavers	% of headcount	
Environment and Housing	115	12.78%	77	9.14%	↓
MD and Resources	66	13.64%	53	11.19%	↓
Learning and Skills	73	14.11%	46	9.43%	↓
Social Services	74	11.35%	86	13.24%	↑
Schools	254	8.89%	270	9.67%	↑
Total	582	10.76%	532	10.14%	↓

Voluntary turnover accounted for 74% of all leavers from April 2016 to March 2017.

Similar to overall turnover across each Directorate in paragraph 10, voluntary turnover levels had decreased in Managing Director and Resources, and Learning and Skills whilst Environment and Housing, and Social Services had increased during the period in comparison to last year. Social Services had the highest percentage of employees that had chosen to leave the Council in this period (10.62%).

The level of voluntary turnover in schools had increased (6.87%) compared to the previous year (6.09%).

The voluntary turnover rate within each Directorate were shown below and a further breakdown of voluntary turnover across Services set out Appendix C to the Cabinet report. The turnover rates since 2012/13 could be found in Appendix F to the Cabinet report.

Directorate	April 2015 to March 2016		April 2016 to March 2017		Direction of travel
	Number of voluntary leavers	% of headcount	Number of voluntary leavers	% of headcount	
Environment and Housing	56	6.22%	56	6.65%	↑
MD and Resources	52	10.74%	43	9.08%	↓
Learning and Skills	40	7.72%	33	6.76%	↓
Social Services	57	8.74%	69	10.62%	↑
Schools	174	6.09%	192	6.87%	↑
Total	379	7.00%	393	7.49%	↑

Voluntary resignations had increased during April 2016 to March 2017 compared to the same period last year from 298 (5.51%) to 322 (6.14%). Retirements had decreased from 86 leavers in 2015/16 to 66 leavers in 2016/2017.

The level of involuntary turnover had decreased from 3.66% in 2015/16 to 2.74% in 2016/17. The number of dismissals had marginally increased over the reporting period from 24 leavers to 25 leavers. The number of end of temporary contracts

No.

slightly decreased during in the period April 2016 to March 2017. The number of redundancies reduced from 84 leavers in 2015/16 to 39 leavers in 2016/17. One leaver during the first half of 2016 was due to a TUPE transfer out of the Authority.

The Council had a redeployment procedure which was designed to support employees who were at risk of redundancy to find suitable alternative employment opportunities in the Council. For the reporting period 1st April, 2016 to 31st March, 2017, there had been 11 successful redeployment outcomes.

A detailed breakdown of reasons for leaving were set out in the table below:

Leaving reason	April 2015 to March 2016		April 2016 to March 2017	
	Number of leavers	% of headcount	Number of leavers	% of headcount
Dismissal	24	0.44%	25	0.48%
End of temporary contract	48	0.89%	46	0.88%
Retirement	86	1.59%	66	1.26%
Resignation	298	5.51%	322	6.14%
Redundancy	84	1.55%	39	0.74%
TUPE out	5	0.09%	1	0.02%
Other	37	0.68%	33	0.63%
Total	582	10.76%	532	10.14%

In terms of resignations from specific occupational groups, these were predominantly school based with the highest resignations being Teachers (61 resignations). This was followed by Learning Support Assistants (57 resignations) and Midday Supervisors (22 resignations). Corporately, the highest number of resignations came from Social Workers (10 resignations) and Cleaners (10 resignations). A table showing the Top 10 occupational groupings where employees resigned could be found in Appendix D to the Cabinet report.

Exit questionnaires continued to play a key role in identifying the reasons why people had chosen to leave employment with the Council. During the period April 2016 and September 2016, 54 people (27% of corporate voluntary leavers) took the opportunity to complete and return an exit questionnaire. This was in comparison to 19% of corporate voluntary leavers that completed and returned an exit questionnaire over April 2015 to March 2016 and 12% of corporate voluntary leavers that completed exit questionnaires over the period April 2014 to March 2015.

Of the exit questionnaire responses, the main reason given for looking for alternative employment was for "personal, family or social reasons" (32%), followed by "career development" (28%) and "job dissatisfaction" (13%).

The main reason given from former employees that indicated a reason for accepting a new job was that they believed they would receive "better career opportunities" (30%) in alternative employment.

The main reason provided as to what would have encouraged leavers to stay with the Council was "better career opportunities" (20%). This was followed by "nothing"

No.

(17%) and "different manager" (13%). 20% of respondents did not provide a reason as to what would have enticed them to stay and this may be due to personal reasons as to why they left the Council. 6% of staff stated that they would have stayed with the Council had they not left due to a personal reason.

The Council advertised vacancies internally to promote career opportunities and internal progression for existing employees. Vacancies were only advertised externally for specialist roles or where there were insufficient numbers of eligible internal applicants. Members would also be aware of the current focus on training and development as set out in the Council's Staff Charter (as referred to below).

The new Staff Charter was launched in September 2016 following endorsement by both staff and the trade unions. The Charter set out the mutual expectations of staff and managers in a 'reshaped' working environment and the basis for a clearer employment relationship.

The Charter was the product of conferences, briefing sessions and workshops with over 1,800 employees and launched a number of workstreams in relation to employee communications, recognition and development. Over 300 managers / supervisors attended Staff Charter briefing sessions during the first two weeks of September 2016 in order to ensure an understanding of the principles behind the Charter and to help in the delivery of its expectations.

The importance of employee engagement and the link with employee retention and performance was clear and was one of the drivers behind the launch of the new Staff Charter in September 2016. Progress continued to be made in delivering the 15 actions points / commitments within the Charter and a number of associated workstreams. Examples of such work are set out below:

- Review and relaunch of the Council's Appraisal Scheme (#itsaboutme)
- Review and relaunch of the Council's Induction Programme (Welcome to the Vale)
- Pilot of a succession planning and talent management programme
- Design and launch of a new Management Competency Framework
- Strengthening of the Council's Leadership Café
- Launch of the new Employee Assistance Programme (Care First)
- Launch of the new Newsnet communication process
- Progression of the 'developing my skills' workstream
- Recruitment of Staff Charter champions from across all Directorates
- Planning for an annual staff awards event.

A detailed update on progress relating to the Staff Charter actions could be found in Appendix E to the Cabinet report.

Since 2012/13, the overall turnover rate of staff had varied from year to year. However, it should be noted that a number of TUPE exercises such as Leisure Services in 2012 had taken place which may explain this variation in overall turnover.

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In terms of voluntary turnover, the figures showed an increase from 330 in 2012/13 to 393 in 2016/17.

The below table shows the figures for each year between 2012/2013 and 2016/2017.

	Overall Turnover		Voluntary Turnover	
	Number of leavers	% of headcount	Number of leavers	% of headcount
2012 / 2013	558	10.28%	330	6.08%
2013 / 2014	468	8.64%	354	6.53%
2014 / 2015	489	9.08%	353	6.55%
2015 / 2016	582	10.76%	379	7.00%
2016 / 2017	532	10.14%	393	7.49%

The CIPD Resourcing and Talent Planning Survey (2017) found that the overall rate of turnover for 2016/17 was 16.5% and had shown an increasing trend since 2014. However, it should be noted that this turnover rate applied to all sectors. In terms of voluntary turnover, the report found that the turnover rate across all sectors was 10.0% in 2016/17.

XpertHR benchmarking research (2016) on labour turnover rates found the average overall labour turnover rate for public sector organisations was 14.7%. This was an increasing trend on the previous year's data which was 14.1%. The XpertHR research showed that the average voluntary turnover rate for public sector organisations was 10.5%. This showed a decreasing trend on the previous year's rate which was 11.5%.

On an annual basis, the Vale of Glamorgan Council and all other Local Authorities in Wales provided information to the regional Data Unit regarding the workforce profile of the Council. This allowed comparison of information between Local Authorities. For 2015/16, the average percentage of turnover across 21 Authorities (that submitted information) was 11.6%. In terms of voluntary turnover, the average percentage across Local Authorities in Wales was 7.92% in 2015/16.

The overall turnover rate of 10.14% and voluntary turnover rate of 7.49% for the Vale of Glamorgan Council for 2016/17 was comparative with the above.

A Member referred to the turnover rates within the Resources Directorate and enquired what measures were being undertaken to address staff turnover in this area. In response, the Head of Human Resources indicated that there were a number of measures used to address turnover and these ranged from identifying hot spot areas, the introduction of Intern Graduates Scheme and growing your own talent, etc.

A Member referred to the Council's workforce planning and was interested to hear how this strategy reflected the reasons stated by staff for leaving the Authority. He

No.

also referred to the amount of data contained within the report and that he was unclear as to what the important issues were and whether the Committee should be concerned or not with certain aspects of the information contained therein. In response, the Head of Human Resources in response to the first member's point indicated that the Council's Workforce Plan would be within the remit of the Scrutiny Committee for consideration and agreed to circulate this Plan to the Committee Members. He also intimated that the Plan covered a number of important themes and suggested that it would be useful that the Committee receive a further report on future analysis of staff turnover data. In regard to the Member's second point, he acknowledged that future reports should prioritise key issues for Members' consideration.

A Member referred to Appendix A "Breakdown of Leaving Reasons" and queried the interpretation by officers of voluntary / involuntary termination. General discussion ensued with a number of Members offering varying views in regard to how the reasons for leaving as stated in the Appendix should be classified.

The Chairman, in referring to the same Appendix, enquired if there had been any cases where an employee had left the employment of the Council before the effective date of termination. In response, the Head of Human Resources referred to the Council's Early Retirement and Redundancy Policy and outlined the five schemes that underpinned the Policy.

The Chairman then referred to the same Appendix and sought clarification in terms of examples where an employee had resigned to take up new employment within the Council. In response, the Head of Human Resources indicated that there were two scenarios. Firstly, redeployment of an individual under the Council's Redeployment Policy, secondly, in instances where an employee has gained promotion to a different role within another Directorate within the Council.

Having given consideration to the above matters, it was

RECOMMENDED – T H A T the position in regard to the Council's employee turnover rates for the period 1st April, 2016 to 31st March, 2017 be noted.

Reason for recommendation

In acknowledgement of the Scrutiny Committee's responsibility for monitoring employee turnover.

307 QUARTER 1 (2017-18) PERFORMANCE REPORT: CORPORATE HEALTH (MD) –

As part of the review of its Performance Management Framework, the Council had adopted a new Corporate Plan (2016-20) which reflected the requirements of the Well-being of Future Generations (Wales) Act 2015 and identified four Well-being Outcomes and eight Objectives for the Council.

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Service Plans had been completed at Head of Service level and focused on the contribution made by those areas to the Council's Well-being Outcomes and Objectives.

Following the changes to the Council's Performance Management Framework over the past year, since May 2016 Committees had received performance information linked with the Council's Well-being Outcomes, with which the Scrutiny Committees were aligned. In addition Corporate Health priorities were considered by the Corporate Performance and Resources Scrutiny Committee.

The performance report was structured as follows:

Page 2: Provided an explanation of the performance terms used within the report. The performance report used the traffic light system, that is, a Red, Amber or Green (RAG) status and a Direction of Travel (DOT) to aid performance analysis.

Progress was reported for all key performance indicators by allocating a RAG performance status. Green related to performance that had met or exceeded target, Amber related to performance within 10% of target and Red related to performance that had missed target by more than 10%. A DOT arrow was also attributed to each measure indicating whether current performance had improved, stayed static or declined on last year's first quarter performance. An upward arrow (↑) indicated that performance had improved on the same quarter last year, a static arrow (↔) indicated performance had remained the same and a downward arrow (↓) showed performance had declined compared to the same quarter last year.

For actions, a Green status related to a completed action or one that was on track to be completed in full by the due date. An Amber status related to an action where there had been a minor delay but action was being taken to bring this back on track by the next quarter. A Red status related to an action where limited progress had been made, and an explanation must be provided including any planned remedial action(s) and where appropriate a revised completion date.

Section 1: Outcomes Summary - Provided an overall summary of performance and highlights the main developments, achievements and challenges for the quarter for the Council's Corporate Health priorities. It included an evaluation of the progress made against actions and performance indicators as well as corporate health (resource) impacts which supported the overall RAG status for our Corporate Health priorities.

Section 2: Performance Snapshot - Provided an overview of the progress at Quarter 1 in delivering the Corporate Plan Well-being Outcomes and Corporate Health priorities. It also provided an evaluation of the Corporate Plan actions and performance indicators attributed to Corporate Health and a RAG status was attributed to reflect overall progress to date. For ease of scrutiny, any actions / PIs attributed a Red status were presented in full here.

Section 3: Key Achievements and Challenges - Highlighted the key achievements and challenges to date in relation to the Council's Corporate Health priorities.

Section 4: Corporate Health: Use of Resources and Impact on Improvement -

Provided a summary of the key issues relating to the use of resources and the impact on delivering improvement during the quarter. The focus was on key aspects relating to staffing, finance, assets, ICT, customer focus and risk management.

Appendix 1: Provided detailed information relating to the Service Plan actions which had contributed to Corporate Plan actions.

Appendix 2: Provided detailed performance indicator information relating to Corporate Health aspects which covered people, finance, assets, customer and ICT. It must be noted that new annual and quarterly reported performance indicators had been introduced as part of the Council's revised Performance Management Framework and for a number of these data would not be available as this year would be used to establish baseline performance. A Not Available (N/A) status would be attributed to all such measures with commentary provided confirming this status. As part of continuously seeking to improve on the Council's approach to performance management, the Council would continue to develop its key measures to ensure these most accurately reflected the Corporate Plan Well-being Outcomes.

Good progress had been made this quarter towards delivering the key outcomes as outlined in the Corporate Plan 2016-20, giving an overall RAG status of GREEN. Three out of the four Corporate Plan Well-being Outcomes were attributed an overall RAG status of GREEN with the remaining Outcome reporting an AMBER status.

Full details of the Council's performance in relation to the Corporate Plan Well-being Outcomes including the key achievements and challenges would be reported to the relevant Scrutiny Committees for their consideration. The table below provides an overview of progress for each of the Corporate Plan Well-being Outcomes at Quarter 1.

	Wellbeing Outcome 1	Wellbeing Outcome 2	Wellbeing Outcome 3	Wellbeing Outcome 4	Corporate Health
Overall RAG status	GREEN	AMBER	GREEN	GREEN	AMBER
Objective RAG	1. GREEN	3. GREEN	5. GREEN	7. GREEN	N/A
	2. GREEN	5. AMBER	6. GREEN	8. GREEN	N/A
Overall Delivery: Year 2 Corporate Plan Outcomes*	AMBER				

* Performance against Well-being Outcomes 1 to 4 are reported and scrutinised by the relevant Scrutiny Committees on a quarterly basis. A RAG status per Well-being Outcome is highlighted above to allow a conclusion to be drawn on overall RAG status in achieving the Corporate Plan Well-being Outcomes.

An overall AMBER status had been attributed to Corporate Health reflecting the positive progress made to date in integrating the Council's business planning practices and in promoting a 'one Council' approach, to maximising limited resources

No.

to deliver the Council's Well-being Outcomes. These developments had contributed to the achievements reported at Quarter 1 and in the long term to achieving improved outcomes for Vale of Glamorgan citizens.

An Amber performance status had been attributed to reflect progress with delivery of the planned activities relating to the eight Corporate Plan actions aligned to the Council's Corporate Health priorities. Planned activities relating to five out of eight Corporate Plan actions were on track to be delivered. Whilst positive progress was made in relation to the three remaining Corporate Plan actions which related to delivering transformational change (CP1) reviewing the Council's performance management framework (CP6) and reviewing current arrangements to support effective scrutiny (CP7), some actions had suffered delays. These actions within CP1 referred to: the restructure of the Strategy and Resources service, the ICT service achieving the required savings for 2017/18 and exploring arrangements to implement a shared health and safety service with Bridgend Council, for CP6 the action related to the procurement of a new performance management system and for CP7 the action concerned implementing joint scrutiny arrangements for the SRS. Further information on the slippages and remedial action to bring the works back on track were outlined within the Outcome report.

An overall Amber status had been attributed to the performance measures relating to Corporate Health with 14 out of 23 indicators meeting or exceeding target. Three indicators were attributed an Amber status (CPM/007, CPM/001 and CPM/019) with the remaining six indicators missing target by more than 10%. The performance indicators that had missed target related to (CPM/227) satisfaction with the process for public speaking at Committees; (CPM/073) Site Morse position ranking in England and Wales; (CPM/073) Site Morse position ranking in Wales; (CPM/223) corporate complaints dealt with within target timescales; (CPM/231) speed of answer for incoming calls to the customer contact centre and (CPM/215) spend against approved Council Capital Programme.

A detailed report outlining the progress this quarter towards achieving the Council's Corporate Health priorities was provided at Appendix 1 to the report.

A Member referred to the Amber status in regard to Strategy and Resources restructure and sought clarification as to what this referred to specifically. In response the Head of Performance and Development indicated that this related to the Learning and Skills Directorate and the impact the restructure had had on a Reshaping project in that Directorate. The Member then sought clarification in regard to the procurement of a new performance management system. In response, the Head of Performance and Development said that the Council needed to consider whether bespoke performance management software was required instead of the labour-intensive spreadsheet-based system now in operation. He said that an options analysis involving an Officer Working Group was being done before a decision was made and funding sought.

In terms of the performance in regard to the Councils C1V service, the Head of Performance and Development referred to a combination of issues that had been impacting on its performance such as the number of vacant positions which had had

No.

an impact on the call response time, the increase in demand on C1V since the redirection of Shared Regulatory Services enquires from the Bridgend area and the high number of calls into C1V as a result of the number of elections held during the year. He indicated that the C1V savings target was likely to see a reduction in call response rates C1V in the future.

The Member then referred to the satisfaction with the process of public speaking at Committees (CTM/227 (DS4/MO33) and referred to the commentary contained within the report and sought further clarification. In response, the Operational Manager for Democratic Services acknowledged that the figures contained within the report were a relatively small sample and could be skewed. The responses in the main referred to the Council's Planning Committee and the basis of the responses were following the sending of an online survey to those members of the public who had registered to speak. An analysis of the responses had yet to be reported to Members. His attention then turned to public speaking at Scrutiny Committees, which in comparison to the public registering to speak at Planning Committees had not yet fully developed.

Another Member referred to the Red status in relation to Corporate Complaints and enquired as to why the Council was performing so poorly. In response, the Head of Performance and Development indicated that the matter was currently being investigated in terms of ascertaining whether officers were correctly logging information into the CRM and accordingly, there was some uncertainty as to whether the information was correct. The Chairman intimated that the Committee would welcome an update report on the matter to a future meeting of the Committee. In response, the Head of Performance and Development agreed to do so.

RECOMMENDED –

- (1) T H A T the performance results and progress towards achieving key outcomes in line with the Corporate Plan Well-being Outcomes and Corporate Health be noted.
- (2) T H A T the performance results and the remedial actions identified to be taken to address any underperformance and to tackle the key challenges identified be noted.
- (3) T H A T the Head of Performance and Development provide a further update to the Committee in regard to matters relating to corporate complaints.

Reasons for recommendations

- (1) In acknowledgement of progress being made towards achieving the Corporate Plan Well-being Outcomes aimed at making a positive difference to the lives of Vale of Glamorgan citizens.
- (2) In acknowledgement of the Committee's responsibility to monitor how the Council was effectively assessing its performance in line with the requirement to secure continuous improvement outlined in the Local Government Measure (Wales)

No.

2009 and reflecting the requirement of the Well-being of Future Generations (Wales) Act that it maximises its contribution to achieving the well-being goals for Wales.

(3) To allow the Committee to monitor performance in this area.

308 SCRUTINY COMMITTEES' DRAFT ANNUAL REPORT MAY 2016 TO APRIL 2017 (MD) –

In accordance with Section 7.4.4 of the Council's Constitution, Scrutiny Committees' must report annually to Full Council on their workings and make recommendations for their future work programmes and amend their working methods if appropriate.

The draft Annual Report attached at Appendix A to the report details the role of Scrutiny, how Scrutiny is undertaken in the Vale of Glamorgan and highlights key achievements from the work of each Scrutiny Committee, significant events during the year and future working, specifically in relation to the Council agreement that the work of Scrutiny should be closely aligned to four wellbeing objective outcomes that form the main basis of the Council's new Corporate Plan which was published in April 2016.

In considering the draft Annual Report, Members were requested to refer specifically to the relevant sections for their Committee and to make any amendments or suggestions as appropriate.

The Annual Report will subsequently be submitted to Full Council in September 2017 and will then be available on the Council's website. For information, Members were advised that the Annual Report was only "reported to Council" as opposed to it requiring actual approval.

The Operational Manager referred to the tabled item which contained the comments of the Scrutiny Committees Homes and Safe Communities and Economy and Regeneration which had recently considered and commented on the contents of the draft Annual Report at their recent meetings held earlier in September. He indicated that the version of the draft Annual Report as contained within the agenda had been amended to reflect the wishes of both the Scrutiny Committees, however given the legislative requirement it had been necessary to refine the wording to ensure there was no ambiguity between the requirements of the legislation and the public's entitlement to register to speak and submit written representations. A Member, in referring to the tabled item and the wording therein, queried the information contained on the Council's website relating to public speaking and register to speak at Scrutiny Committees which appeared to contradict the wording in the tabled item. The Operational Manager, in thanking the Member for drawing this to his attention, gave an assurance that the information contained on the Council's website would be updated so that it reflected the Local Government Measure requirement and to ensure that the public received consistent information regarding their ability to participate in Scrutiny Committee meetings in future.

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Another Member referred to the style in which the Annual Report had been written and was not sure of the audience it was aimed at. Overall, he considered it not a particularly good method of engaging with the public about the Council's scrutiny function. In response, the Operational Manager accepted the points made by the Member and would take the comments on board with a view to the matter being looked at further by the Scrutiny Chairmen and Vice-Chairmen Group.

Having regard to the above, it was

RECOMMENDED – T H A T the draft Scrutiny Committees' Annual Report for the period May 2016 to April 2017 be approved.

Reason for recommendation

To allow the draft Annual Report to be submitted to Full Council in September 2017.

309 1ST QUARTER SCRUTINY DECISION TRACKING OF
RECOMMENDATIONS AND UPDATED WORK PROGRAMME SCHEDULE
2017/18 (MD) –

Appendix A attached to the report set out the recommendations of the Scrutiny Committee and Members were requested to review progress against each recommendation, to assess whether further action may be required, ensure the required action was undertaken and to confirm which recommendations were to be agreed as completed.

Where appropriate, progress on actions relating to a service area covered by a previous Scrutiny Committee were now included in the Appendices for the appropriate Committee's consideration.

Members were also requested to confirm approval of the updated Scrutiny Committee's Work Programme Schedule attached at Appendix B, it being noted that the schedule was a proposed list of items for consideration and may be subject to change depending on prevailing circumstances.

The Work Programme had been aligned to the Cabinet Forward Work Programme. The Scrutiny and Cabinet Roles and Responsibilities Protocol Point 7.6 stated it was essential that the Cabinet Work Programme was taken into account when Scrutiny Committees were drawing up their own Work Programmes and also detailed reports that had been requested by the Scrutiny Committee together with items that required regular monitoring and scrutiny. Other reports would be added to the schedule as and when necessity arose. The schedule would also detail Requests for Consideration that had been received and the consideration given by officers of the likely date they could be reported to the relevant Committee. With regard to Call-in Requests that were made following decisions of Cabinet, as these were required to be dealt with within 20 working days of a Cabinet decision (as per the Council's Constitution) , they would be included within the programme as and when received.

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Over recent years, Task and Finish Review activity had been primarily focused on school improvement. For this, School Performance Panels had been formed for a number of Primary and Secondary schools. The objectives of these Panels were to review progress and to establish that up-to-date and authoritative plans were in place to address any concerns identified. The limited resources available within the Democratic and Scrutiny Services Section had been devoted to arranging / facilitating, undertaking research and supporting Panel Members in these exercises.

As the number of schools requiring support reduced, it was envisaged that other Task and Finish Review work would be considered at a later stage during the Municipal Year.

RECOMMENDED –

(1) T H A T the following recommendation, deemed completed as indicated in Appendix A, be agreed.

20 June 2017	
Min No. 79 - 4th Quarter Scrutiny Decision Tracking of Recommendations and Work Programme Schedule 2017/18 (MD) - Recommended	
(2) That the work programme schedule at Appendix C be amended to include the following and subsequently be uploaded to the Council's website: <ul style="list-style-type: none">• Reshaping Services Programme – regular updates• City Deal – six monthly updates• Public Services Board – regular updates• Capturing Public Engagement within the Council's website.	Work programme amended and updated to the Council's website. Completed

(2) T H A T the Scrutiny Committee's work programme set out in Appendix B be approved and published on the Council's website.

Reasons for recommendations

- (1) To maintain effective tracking of Committee recommendations.
- (2) To agree the work programme.