



Report of the Cabinet Member for Service Transformation (Deputy Leader)

Scrutiny Programme Committee – 18 October 2022

Briefing – Swansea PSB Performance Framework

Purpose	The report presents an update on efforts by the PSB to review the development of the performance framework to help show the work being undertaken by the Board.
Content	Provides an update on the work that has been undertaken to date to develop the performance framework to help show the progress being made by the PSB and next steps.
Councillors are being asked to	Consider the information provided and give views.
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1. Background

- 1.1 This report provides an update on the work that has been undertaken to date to develop the performance framework to help show the progress being made by the PSB.
- 1.2 At a meeting of the Scrutiny Programme Committee on 18th January, the Committee discussed how the PSB can develop its performance framework to help evidence the tangible difference the PSB is making, and also improve the clarity of action and outcomes from meetings.

2. Revised Highlight Reports – Key Performance Indicators (KPIs)

- 2.1 The PSB oversees progress meeting the Well-being Priorities set out within the PSB Well-being Plan. These priorities work towards the 2040 long-term vision for the population of the whole local area covered by the work of the Board.
- 2.2 The PSB Joint Committee had previously received Highlight Reports from Priority Leads that reported progress meeting the PSB priorities set out within the Well-being Plan; these highlight reports were suspended during the pandemic.
- 2.3 The Highlight Reports did not contain Key Performance Indicators (KPIs). KPIs generally measure how much individual organisations are delivering and how well they are doing it. Performance using KPIs is typically measured over relatively short periods of time, such as quarterly or annually. KPIs are usually used to measure the performance of individual public bodies to discreet service users or stakeholders served by individual public bodies. It is generally more difficult to measure outcomes; especially outcomes that are delivered collectively by partnerships to whole populations over a longer period of time. This type of information is usually captured by population indicators contained within suitable and comparable data sources, such as those collected by the Office of National Statistics and Welsh Government.
- 2.4 In addition, there are further and significant resource demands associated with the development, collection, processing and reporting of data that must come from the public bodies that make up the PSB, which does not have any of its own dedicated systems and resources. Most of the available resources during 2021/22 were devoted to the development of the PSB Well-being Assessment.
- 2.5 However, in preparation for the Annual Report on the Well-being Plan and to address the observations of the Scrutiny Programme Committee, the existing Highlight Report template was adapted to allow for the inclusion of draft KPIs as additional evidence; the aim was to start some initial work to try and identify a small number of beneficial measures for each priority and could be a mix of qualitative and quantitative indicators.

3. Reporting progress

- 3.1 Highlight Reports were amended to contain a mixture of draft KPIs and measures, some quantitative and others qualitative, that could be referred to as part of the evidence to help report progress towards meeting each Well-being Priority. Most measures are subject to data development before being able to be reported (**see Appendix A**); any further work on these will be subject to the development of the new

PSB Well-being Plan to be published by May 2023 and the availability of resources in relation to other competing demands.

- 3.2 The revised and completed Highlight Reports were used to inform the Joint Committee of progress meeting the Well-being Priorities at their meeting in June 2022. The reports also formed part of the evidence that was referred to when developing the PSB Annual Report 2021/22.

4. Next Steps

- 4.1 Further work to investigate the development of a small set of KPIs, as part of a wider basket of qualitative evidence included in the Highlight Reports, will take place in line with the development of the new PSB Well-being Plan to be published in May 2023; after which the work on the KPIs, which will include an assessment of the practicality of developing, collecting and reporting data in light of available resources, will be finalised in line with other competing demands and priorities. This work will also assess the availability and viability of using population based indicators that might be more appropriate as a means of contributing quantitative evidence to help describe progress meeting PSB Well-being Priorities.

5. Integrated Assessment Implications

- 5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

- 5.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

5.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

5.1.3 A screening form was completed. This report is a 'for information' briefing and so is not relevant for an IIA.

6. Legal Implications

6.1 There are no legal implications.

7. Financial Implications

7.1 There are no financial implications.

Background papers: *None*

Glossary of terms: *None*

Appendices:

- Appendix A – draft KPIs for further investigation regarding data development
- IIA Screening Form

Appendix A - draft KPIs for further investigation regarding data development

Live Well, Age Well

All subject to further investigation and data development – in line with the new Well-being Plan.

Qualitative KPI's:

- Positive feedback from participants
- Facebook posts – Feedback
- Session Evaluations
- Participant case studies

Quantitative KPIs:

- Listening to the voice of children & young people consultation
- Listening to the voice of people 50+ consultation
- Survey data – Ageing Society Strategy – Partner Priority Setting Delphi Survey

Stronger Communities

Qualitative KPI's:

- An extensive list for each element of the objective - all subject to further investigation and data development and in line with the new Well-being Plan.

Quantitative KPIs:

- Reduction in the number of deliberate fires in 2022/23, against the five-year average.
- Reduction in the number of deliberate grass fires in 2022/23, against the five-year average.
- Reduction in the number of deliberate refuse fires in 2022/23, against the five-year average.
- Others subject to data development in line with development of the new Well-being Plan.

Working with Nature

Qualitative KPI's:

- An extensive list for each element of the objective - all subject to further investigation and data development and in line with the new Well-being Plan.

Quantitative KPIs:

- Subject to data development in line with development of the new Well-being Plan

Early Years

All subject to further investigation and data development – in line with the new Well-being Plan.

Qualitative KPI's:

- Addressing WG Programme for Government Early Years Expansion Priorities
- Ensuring parents are supported for birth and early childhood (JigSo Steering Group)
- Understanding how to effectively integrate early years services (via the Early Years Maturity Matrix)
- Upskilling the workforce to better support children and families i.e. through the Speech and Language Therapy (SLT) training

Quantitative KPIs:

- The number of families that engage with the Jigso team
- The number of settings that engage with the Pathfinder SLT training programme
- The scores given in the Early Years Maternity Maturity Matrix (EYMMM)