



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Tuesday, 2 June 2020

Committee: Performance Management Scrutiny Committee

Date: Wednesday, 10 June 2020

Time: 11.00 am

Venue: This is a Virtual Meeting. PLEASE USE THE LINK ON THE AGENDA TO LISTEN TO THE MEETING

Members of the public will be able to listen to this meeting by clicking on this link:

[Link for PMSC Meeting 10th June 2020 at 11am](#)

Please note that this meeting will be made available through Microsoft Teams Live Events - your device will need to meet the minimum specification as detailed on the Microsoft website at this link: [Device Specification](#)

- You will need to download MS Teams (free) and click on the link to listen to the meeting if you are using a PC
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You are requested to attend the above meeting.
The Agenda is attached

Claire Porter
Director of Legal and Democratic Services

Members of Performance Management Scrutiny Committee

Claire Wild (Chair)

Joyce Barrow

Karen Calder

Roger Evans

Hannah Fraser

Alan Mosley

Cecilia Motley

Peggy Mullock

Dave Tremellen

Leslie Winwood

Your Committee Officer is:

Julie Fildes Committee Officer

Tel: 01743 257723 Email: julie.fildes@shropshire.gov.uk

AGENDA

1 Apologies for Absence and Substitutions

2 Disclosable Pecuniary Interests

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

3 Minutes of the meeting held on (Pages 1 - 6)

To consider the Minutes of the Performance Management Scrutiny Committee meeting held on 20th May 2020. [Attached]

4 Public Question Time

To receive any questions, statements or petitions from the public of which members of the public have given notice. Deadline for notification for this meeting is 11am on Monday 8th June 2020.

5 Member Question Time

To receive any questions of which members of the Council have given notice. Deadline for notification for this meeting is 4.30pm on Friday 5th June 2020.

6 Schools Operation during the Covid-19 Pandemic

To receive a presentation from the Acting Interim Chief Executive, Karen Bradshaw, on the impact of the Covid-19 virus on the operation of schools.

Contact: Karen Bradshaw tel 01743 254201

7 Quarter 4, 2019/20 Corporate Performance Report (Pages 7 - 18)

To receive the Quarter 4, 2019/20 Corporate Performance Report. To consider the key underlying and emerging performance issues, to identify any performance areas for further consideration or referral. [Report attached]

Contact Tom Dodds tel 01743 258509

8 Future Work Programme (Pages 19 - 26)

To consider the future work programme of the Committee [Report attached]

Contact Danial Webb Tel 01743 258509

9 Date/Time of next meeting of the Committee

The Committee is scheduled to next meet at 11am on Wednesday 8th July 2020.

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SHOPSHIRE COUNCIL

PERFORMANCE MANAGEMENT SCRUTINY COMMITTEE

Minutes of the Virtual Meeting held on 20 May 2020
11.00 am - 1.15 pm

Responsible Officer: Julie Fildes
Email: julie.fildes@shropshire.gov.uk Tel: 01743 257723

Present

Councillor Claire Wild (Chair)
Councillors Joyce Barrow, Karen Calder, Roger Evans, Hannah Fraser, Alan Mosley, Cecilia Motley, Peggy Mullock, Dave Tremellen and Leslie Winwood

60 Apologies for Absence and Substitutions

No apologies were received.

61 Disclosable Pecuniary Interests

None were declared.

62 Minutes of the meetings held on 29 January 2020 and 11 February 2020

RESOLVED: that the minutes of the meetings held on 29th January and 11th February 2020 be approved as a correct record and signed by the Chair.

63 Public Question Time

There were no public questions.

64 Member Question Time (Pages 37 - 40)

The Chair advised that three Member questions had been received. A copy of the report containing the detailed questions and their formal response is attached to the signed minutes.

- i) Received from Councillor R Evans in relation to the Financial Outturn report and the Recovery Plan being formulated in response to the pandemic. By way of a supplementary question Councillor Evans asked for confirmation that community leaders would be included in the development of recovery plans for town centres. The Acting Interim Chief Executive, Andy Begley, confirmed that this was already included in the process.
- ii) Received from Councillor R Evans in relation to the media report that the Government proposed to pass responsibility for care homes to local authorities and the responsibilities this would impose on the Authority. By way of a supplementary question, Councillor Evans asked whether the report on Radio Shropshire that the Government had requested that £4.6m of the Covid-19 additional funding allocation would be transferred to the Care homes

to meet additional expenditure. The Acting Interim Chief Executive, Andy Begley, responded that the Council was receiving regular guidance from Government on how the additional funds should be distributed. This advice was changing rapidly but the current requirement was for an allocation to be made to each care home based on the bed numbers. The precise amount of funding had not yet been advised.

- iii) Received from Councillor R Evans in relation to the pandemic's impact on school budgets and provision for additional expenditure to meet extraordinary costs. By way of a supplementary question, Councillor Evans asked if information on the amount of additional funding would be available to schools in time for their budget setting at the end of June. The Acting Interim Chief Executive, Karen Bradshaw, responded that this information had not been released by the Department of Education and the Council continued to press its representatives for it. She continued that the Council was working closely with schools and offering support and advice where required.

65 Covid-19 Supporting Communities and Community Response

The Acting Interim Chief Executive, Karen Bradshaw introduced the report, outlining the rapid response to the Covid-19 pandemic in the County. She referred Members to section 4.2 of the report which detailed the activities and interventions undertaken since the start of the crisis. Member noted that the Council had been recognised as a beacon of national good practice for its policy relating to providing accommodation and subsistence for the homeless in the county. Members noted that the Council was supporting the tremendous work of 539 community groups through the provision of funding and training.

In response to a Member's query on the identification of need in rural areas, the Health and Wellbeing Co-ordinator added that there were 189 identified grass root community groups supporting rural areas. She continued that some of the groups were struggling with the volume of calls for support and in these cases the Council was filling the gaps. The groups had been provided with the information they required to support people in their areas, with the emphasis on the provision of food. Food boxes had been distributed to residents required to shield as part of the National initiative and work was being undertaken with schools to identify families in receipt of free school meals and ensure that those families received provisions. Grant funding had been allocated to the Food Poverty Alliance to support the increase in demand for the services of food banks. She continued that it was recognised that there were more people in need and a list using various sources was being compiled in cooperation with other recognised stake holders, such as Housing Associations, to ensure that everyone with unmet need was identified and offered assistance.

The Director of Public Health added that this identification process of those with unmet needs involved complex data sets and included residents with both social and clinical needs. Members noted that a Power BI tool was being developed to show the location of volunteers so that they could be accessed by those who needed their assistance. The Health and Wellbeing Officer confirmed that it was available on the intranet but required more work before it was easily accessible on the intranet.

A Member observed that she had received mixed responses to requests for assistance for residents. The Acting Interim Chief Executive agreed that there had been inconsistencies in response in the early days of the crisis as processes were being developed and established. She continued that this had now been resolved as staff found routes to assist residents and the establishment of the dedicated Covid-19 response line. The Wellbeing Coordinator agreed to resend information to Members on the routes available to the community for support.

In reply to a Member's question, the Acting Interim Chief Executive, Andy Begley, confirmed that accommodation had been found for rough sleepers and homeless people in the County, and meals were being provided for those placed in accommodation without access to cooking facilities. He added that the Council faced the challenge of converting these temporary provisions to permanent accommodation.

In response to a Member's question regarding funding for the Covid-19 crisis, the Director of Finance Governance and Assurance explained that £89m of the £91m allocated to Shropshire by central government had already been allocated but a number of small businesses had not made the anticipated application for funds and were being contacted by Economic Development Officers and encouraged to apply.

Members discussed the impact of the crisis on town and parish councils and the loss of expected income and additional expenditure incurred. The Director of Finance, Governance and Assurance confirmed that central government had made no provision in the regulations for the additional crisis funding for discretionary grants to be made available to town and parish councils and had been prescriptive on how the funds could be allocated.

In response to a query regarding schools response to the Covid-19 crisis, the Interim Acting Chief Executive, Karen Bradshaw, suggested that as this was such a huge topic Members might be minded to consider this at a future meeting.

The Portfolio Holder for Communities, Place Planning and Regulatory Services reminded Members that the Community and Rural Strategy was under development and would be published shortly. He continued that the Covid-19 crisis had demonstrated the need for resilience in rural communities. The crisis had shown that the communities had resilience and that it was time to trust communities to take action to support themselves, especially as the Covid-19 crisis could be ongoing.

In response to a Member's question about available support for people with mental health needs and the allocation of sufficient resources available to meet these needs, the Director of Public Health observed that the provision of support had been recognised as a priority which would continue beyond the crisis. An initial investment had been made for groups impacted by the crisis which included bereavement support for children and young people. She continued that a huge amount of work had been undertaken with partner organisations including Telford and Wrekin Council, to develop accessible on-line support. The Leader echoed concerns regarding mental health issues in young people and suggested that new ways of

working with the NHS to support young people would be developed with changes to the way current services were being delivered.

Members recognised and noted the outstanding contribution of staff in developing the Covid-19 response in such a short period of time and extended the Committee's thanks.

RESOLVED:

That the report be noted and staff be thanked for their outstanding work.

66 Signs and Banners Task and Finish Group Final Report

The Chair of the Signs and Banners Task and Finish Group, Councillor Joyce Barrow, introduced the final report. Members noted that the group had considered a variety of street advertising types and related permits and had taken evidence from a wide range of people. The Chair of the Task and Finish Group stated that although she felt the group had produced a comprehensive report it had been completed before the onset of the Covid-19 pandemic and therefore she suggested that the recommendations of the group should be postponed until the crisis was over.

Councillor Andy Boddington was invited to speak. He observed that a policy for A boards was overdue and suggested that an effective policy should be in place before the recommendations were considered by Cabinet. He continued that the recommendations in the report appertaining the introduction of charges were not supported by a relevant policy. In the light of this, he suggested that the Task and Finish Group had not completed its work and it was unrealistic to delay the implication of charges for a further year to enable the policy to be developed.

Councillor Boddington continued that the implementation of charges for A boards were an unfair tax on businesses in Ludlow and the Task and Finish Group had not taken into account the unique circumstances of the town. Observing that A boards should add to the appearance of the street without creating clutter, it was important that traders had a clear understanding of what was expected of them in a difficult time for businesses.

Members responded that the report had not specified the type or positioning of A boards as this was felt to be a decision for individual Town and Parish Councils to suit their location, but the group had discussed concerns relating the proliferation of boards and the impact this had for less able pedestrians and the appearance of town centres.

Members concurred that the groups recommendations on charging should not be considered until the Covid-19 crisis was over and businesses were on a better financial footing and enforcement realistic. The Scrutiny Officer observed that the charging recommended in the report was based on the area taken up by the sign.

In response to a Members question regarding the policy for A boards in rural areas, the Chair of the Task and Finish Group observed that most A boards in rural areas

were placed within the curtilage of the property and were situated on private land. The recommendations only appertained to signage placed on public land.

The Portfolio Holder for Communities, Place Planning and Regulatory Services stated that he welcomed the Task and Finish Groups report and acknowledged that the work had been undertaken before the start of the pandemic. He continued that Economic Development Officers were working with traders to develop a raft of measures to assist their businesses through the Covid-19 crisis. New policies could not be fairly implemented until a sense of how town centres would appear after the pandemic. He continued that any costs imposed for licensing signage must be cost neutral to the Council and more work was required to establish this was the case for the charging recommendations made in the report. He continued that the recommendations made by the Task and Finish Group would be considered as part of the wider policy for the High Streets.

In response to a Member's question the Scrutiny Officer confirmed that the work of the Task and Finish Group had been completed and it had ceased to exist. He continued that the Committee could request to consider any policy developed as a result of its work.

RESOLVED:

- i) That the policy for banners, bunting and Christmas decorations be drafted, to include where appropriate, provisions for specific retail centres;
- ii) That a policy for A boards be set and actively enforced;
- iii) That the regulations contained in the body of this report be included in the policy for A boards;
- iv) That the total cost of administering and enforcing the scheme be reflected in the cost of an A board permit;
- v) That town and parish councils be consulted on supplementary policies for A boards for their local area;
- vi) That the intention to increase charges for pavement permits to a level that fully recovered the cost of administering and enforcing the scheme be not proceeded with and that these fees be subject to an annual review;
- vii) That an additional cost recovery fee of £200 on new and annual renewals of pavement permits be not proceed with; and
- viii) That the scheme of charges for the housing development sign permit scheme, be revised to a level that fully recovers the cost of administering and enforcing the scheme.

67 Future Work Programme

The Future Work Programme report was introduced by the Scrutiny Officer, who outlined the changes to the Scrutiny Committees due to the new working practices imposed by the Covid-19 crisis and the need to establish Task and Finish Groups to undertake significant scrutiny work.

Members noted that the impact of the Covid-19 crisis on schools should be added to the work programme.

A Member proposed that Climate Change was another important topic that was in danger of being lost due to overriding concerns of the pandemic. He suggested that the Committee should consider the Council's response to the climate emergency and its development of an Action plan.

The development of the Local Transport Plan was also suggested as a work programme item. The Scrutiny Officer responded that it was unlikely that the Local Transport Plan would be available for consideration before the end of the current year and suggested that the Road Safety Task and Finish Group may be minded to widen its remit to look at other road safety issues and road usage.

The Chair advised that limited time was available for meetings and it was anticipated that only two substantial items would be placed before the Committee for consideration at each meeting.

RESOLVED:

That the impact of the Covid-19 crisis on schools, and the Quarter 4 Performance and Finance reports be considered by the Committee at its June meeting; and that Highways and Climate Change be considered by the Committee at its July meeting.

Signed (Chairman)

Date:



<u>Committee and Date</u>	<u>Item</u>
Performance Management Scrutiny Committee	
10 June 2020	<u>Public</u>

Quarter 4 Performance Report 2019/20

Responsible: Tom Dodds, Intelligence and Insight Manager

e-mail: tom.dodds@shropshire.gov.uk

01743 258518

1. Summary

- 1.1. This report presents Cabinet with the Council's Performance against its key Outcomes for Quarter 4 2019/20.
- 1.2. The Corporate Plan for 2019/20 and the High Level Outcomes provide the shape and focus of the updated Performance Management Framework. The measures in the framework have been refined to reflect the updated strategic action plans for the year.
- 1.3. The framework is presented with seven key outcome areas: A Healthy Environment, A Good Place to do Business, Sustainable Places and Communities, More People with a Suitable Home, Embrace our Rurality, Care for those in Need at any Age and Your Council
- 1.4. The online performance portal has continued to be developed to present performance information to be used in conjunction with this report, and can be accessed here -

<https://shropshireperformance.inphase.com/>
- 1.5. This is part of improving access to performance information and that of data transparency. Member and user feedback will help to inform further developments of performance information, which will form part of the IT system developments.
- 1.6. The new Corporate Plan 2019/20 to 2021/22 which sets out new priorities for the Council was agreed at Council at their meeting on the 13 December 2018. A revised framework of measures and milestones is being developed to demonstrate impact and progress against these new priorities and will be reported from Quarter 1 of 2019/20.

2. Recommendations

Members are asked to:

- A. Consider the emerging issues in this report
- B. Review the performance portal and identify any performance areas that they would like to consider in greater detail or refer to the Performance Management Scrutiny Committee.

3. Risk Assessment and Opportunities Appraisal

- 3.1. Poor performance could have implications for vulnerable people (including children) who are supported by Council services and economic growth in Shropshire. In turn, there may be significant financial, legal and reputational risk to the Council, Schools (and Academies), and partners from across the public and voluntary and independent care sectors.
- 3.2. Effective monitoring and follow-up against key measures of success provides the opportunity to manage risks and ensure that Children and Young People and vulnerable adults in Shropshire remain safe and achieve the desired outcomes.

4. Financial Implications

- 4.1. This report does not have any direct financial implications but presents service and financial information to support decision making. Accountable officers and senior managers may use the information to inform actions or interventions for improving service performance and the prioritisation and use of resources.
- 4.2. Full financial details are presented as part of the Financial Reports.

5. Introduction

- 5.1. Each of the seven outcome areas contains a number of sub-outcomes with a range of associated performance measures. The frequency of the availability of the data varies from monthly and quarterly updates to annual updates. All measures, regardless of frequency will be available on the performance portal to improve accessibility to information.
- 5.2. Quarterly reports will be used to highlight performance exceptions and changes to measures reported annually.
- 5.3. The quarter 4 report is written and presented under unusual and unforeseen circumstances. The quarter 4 report covers the period from 1st January 2020 to 31st March 2020. The corporate performance measures are presented

against the backdrop of major flooding during February which affected many parts of the county and of the Covid 19 crisis, which resulted in a national lockdown before the end of the reporting period.

5 A Healthy Environment

6.1 The sub outcomes for A Healthy Environment are; The Council is Improving Energy Efficiency, Providing access to Shropshire's Great Outdoors, A Clean and Attractive Environment is maintained, Participation in Positive Activities for Health and Well being, Improving Public Health Keeping People Safe.

6.2 Following long-term increases in patron numbers the number of visitors to the Theatre Severn and the Old Market Hall Cinema have reduced. Both services were particularly affected by the February floods and the closure to the public from 17th March following government advice concerning COVID-19.

Theatre attendance figures for the year to March 2020 was 194,993 this is a 2.19% reduction for the year compared to March 2019. The annual reduction has been offset by strong performance during the first 3 periods for the year. In quarter comparisons show that quarter 4 attendance for 2019/20 is 21% down on the same quarter in the previous year.

The annual attendance for the Old Market Hall to March 2020 was 68,272 a very slight reduction of 0.37% on the previous year. The annual reduction has been offset by strong performance during the first 3 periods for the year. In quarter comparisons shows that quarter 4 attendance for 2019/20 was 18% down on the same quarter in the previous year.

6.3 Since closure on 17 March due to COVID-19, theatre staff have retained a Box Office service for customers (10-2 Mon-Fri) via home working for enquiries and to process refunds/credits for cancelled and rescheduled events. Online booking for future events remains available 24/7. All events scheduled in April 2020 have also been cancelled or rescheduled and work is currently underway on cancelling or rescheduling of May 2020 events and selected events into June and July.

6.4 Visitor numbers to libraries for the year to March 2020 was 855,405. This is a 6.9% reduction when compared to the period to March 2019.

Libraries mostly remained open during the February floods but visitor numbers were significantly down particularly for the largest branch at Shrewsbury. All Libraries were then closed from the 20th March. Libraries continue to offer a range of online services, which have been strengthened and remain fully available. There has been increased use of e-books, e-audiobooks and other online resources. The Libraries website now has a 'Libraries from Home' page

which brings together our online services and signposts to other resources to support people during the covid crisis. As a service the team have generated online content to share via social media (e.g. video Rhyme Times, online Manga art courses). A number of library staff have also been re-deployed to the Community Reassurance Teams that are offering local support where it's needed most.

6.5 The projected Recycling and Composting rate for quarter 4 2019/20 is 54.5% which is above the target of 52.5%. The long-term trend shows that recycling rates continue to improve gradually, albeit with seasonal variations. Current performance exceeds the national targets for English councils to recycle 50% of household waste by the end of 2020. The next challenge is to meet the 65% target by the end of 2035. The floods didn't have a significant impact on the service but the closure of the Household Recycling Centres and the lockdown will have an impact on waste tonnages in the last week of March and going forward.

7 A Good Place to do Business

7.1 The sub outcomes for A Good Place to do Business are; A Well Qualified Workforce, A Good Place to Start, Grow or Locate a Business, Employment Opportunities, Employment Conditions and Infrastructure and Conditions.

7.2 The number of major applications received during quarter 4 was 20, with 19 being approved. Planning have managed to maintain near normal service provision across the service with all staff able to work remotely to process electronic transactions. There has been a decline in the volume of work coming for some sections such as Land Charges, as house sales have been temporarily halted during this period. Planning applications are submitted electronically and are still being received, although numbers are now starting to reduce. Building Control applications are following a similar pattern. Planning, and Building Control Officers are continuing to deliver the statutory functions of the service whilst adhering to government guidelines for social distancing.

7.3 Claimant count figures to March 2020 show that the number of claimants aged 16+ stands at 4035 an increase of 650 (19.2%) compared to March 2019. Please note: Under Universal Credit a broader span of claimants are required to look for work than under Jobseeker's Allowance. As the Universal Credit Service is rolled out the number of people recorded as being on the Claimant Count will increase.

Shropshire claimant rates continue to compare favourably with comparator groups:

	Shropshire	West Midlands	Great Britain
18 – 21	4.4%	5.5%	4.4%
18 – 24	3.9%	5.2%	4.2%
25 – 49	2.3%	4.3%	3.3%
50+	1.6%	3.2%	2.5%

7.4 The latest employment figures for the year January 2019 to December 2019 have been published. These show that 155,700 residents aged 16 to 64 are in employment. The rate of employment is 80.7%. This compares to 77.7% in the West Midlands and 78.9% in Great Britain.

7.5 The number of self employed in Shropshire now stands at 32,800 or 15.1% of the workforce. Self employment is typically higher in rural areas. Rates for the West Midlands are 9.7% and 10.9% for Great Britain.

7.6 Qualifications data from the 2019 annual population survey has been published. The qualification rates for residents in Shropshire continue to show that the county has a well-qualified population.

	Shropshire	West Midlands	Great Britain
NVQ 4 and above	39.6%	34.1%	40.3%
NVQ 3 and above	61.8%	52.9%	58.5%
NVQ 2 and above	78.2%	71.7%	75.6%
NVQ 1 and above	88.9%	82%	85.6%
Other qualifications	5.7%	7.8%	6.7%
No qualifications	5.4%	10.2%	7.7%

7.7 The economic and employment measures tracked in the corporate plan are highly likely to be impacted by the current lockdown situation. Many economic measures are reported annually, towards the end of the year, therefore it will take some time before the scale of impact and rate of recovery emerges in official statistics.

8 Sustainable Places and Communities

8.1 The sub outcome for Sustainable Places and Communities are; Community Volunteering, Communities Feel Safe and quality of life for adult social care users.

8.2 The rate of permanent admissions of adults for those aged 65+ into residential or nursing homes is lower (better) than the profile. Admissions for those aged

18 – 64 is higher (worse) than in previous years and above target. The actual number of admissions of those aged 18 – 64 remains relatively low and therefore a small increase in numbers shows a higher percentage variance. The service remains committed to enabling people to remain in their homes and maintain a decent quality of life for as long as possible. The service also confirms that it assesses the needs of each person to ensure that the right service is provided at the right time ensuring that residential and nursing care is provided at the most appropriate time.

8.3 Due to staff providing support in response to the lockdown emergency it has not been possible to collate all of the volunteer hours of support provided to all libraries, museums and outdoor recreation service sites during the reporting period.

9 More People with a Suitable Home

9.1 The sub outcomes for More People with a Suitable Home are; Creating the Conditions for Housing Supply, Meeting the Demand for Suitable Housing, Prevention of Homelessness and Access to Affordable Homes.

9.2 Cornovii Developments Limited is the newly formed housing development company for Shropshire Council. The company has been formed to address unmet housing needs and to generate income for the Council. The key milestone for quarter four has been met, with both Cornovii Developments Limited and STaR Housing Business Plans published. Plans are now in place to submit planning applications for the first development site.

9.3 The draft housing strategy for Shropshire was due to be presented to Cabinet in March 2019. Due to covid 19 lockdown and cancellation of the Cabinet meeting, the strategy is now re-scheduled for presentation to Cabinet on 15th June 2020

9.4 The draft Homelessness strategy was due originally due to be presented to cabinet in December 2019. This deadline was extended in agreement with Ministry of Housing, Communities and Local Government (MHCLG). Due to resources having to be directed to work on flooding and Covid19 this has still not been finalised. The aim is to have a draft document ready for consultation towards the end of summer.

10 Embrace our Rurality

10.1 The sub outcomes for Embrace our Rurality are; Creating the Vision for our Rural Landscape and Communities, Rural Housing, Rural Transport and Rural Infrastructure.

10.2 Shropshire is a large rural and sparsely populated county with a population estimated at 320,530 (Source: ONS mid-year estimates, 2018), this gives a

density of only 1.00 persons per hectare. This presents challenges both for our communities who live and work in rural and often isolated communities and for the delivery of services to these areas.

Shropshire Council is working to develop a Community and Rural strategy which will set out the vision to develop local economies, to help communities to support one another, to optimise physical assets and to improve access for the benefit of those who live, study, work or visit the county.

An evidence base of rural and community data has been compiled. This was shared with representatives of town and parish councils, the voluntary sector and Shropshire Councillors during November. Information and feedback from these sessions is being used to help inform the development of the strategy.

10.3 The development of the next Local Transport Plan for Shropshire (LTP4) is due to be recommenced shortly following the changes in the local and national context that were required to be incorporated. The re-scoping process will include enhancing links to economic growth and to the local plan review and the local economic plans for each area, as well as incorporating Shropshire Council's aspirations in relation to tackling carbon emissions and climate change, and the exploration of transport hubs and developmental Train strategy, the movement strategy for Shrewsbury, review of the Park and Ride services.

10.4 The bids that are being submitted to the Department of Transport for the better deal for Buses that we will be submitted in the next month and the impact on cross boarder working with the announcement of funding for the Pant/Llanymynech bypass. The development of LTP4 will continue to be commissioned to Shropshire Council's term engineering consultants, WSP, and as such appropriate climate related expertise will be sought and used. From the point that the next stage of the commission commences, it is anticipated that the LTP will take just over one year to complete, due to fixed timescales associated with some required elements and meeting the fast moving agenda in Shropshire's transport ambitions.

11 Care for those in Need at any Age

11.1 The sub outcomes for Care for those in Need at any Age are; Young people receive appropriate and timely care, Young people are supported to achieve their potential and Adults receive appropriate and timely care.

11.2 During January 2020, Ofsted and the Care Quality Commission (CQC) conducted a week long joint inspection of the Special Educational Needs and/or Disabilities (SEND) services provided in Shropshire. SEND services cover a broad range of educational and health needs and is delivered under the management of the Local Authority and National Health Service (NHS)

Inspectors spoke with children and young people with special educational needs and/or disabilities (SEND), parents and carers, as well as local authority (LA) and National Health Service (NHS) officers. They visited a range of providers and spoke to leaders, staff and governors about how they are implementing the SEND reforms. Inspectors looked at a range of information about the performance of the area, including the area's self-evaluation. Inspectors met with area leaders from health, care and education. They reviewed performance data and evidence about the local offer and joint commissioning.

Whilst the report identified some positive outcomes for young people it also identified significant areas of weakness. The inspectors determined that a Written Statement of Action is required because of significant areas of weakness in the area's practice. HMCI has also determined that the local authority and the area's clinical commissioning groups (CCGs) are jointly responsible for submitting the written statement to Ofsted.

Preparations are being made with the CCG to develop a written statement of required actions. Initial actions are to review the governance structure for SEND to ensure greater accountability across all partners and increased scrutiny of work undertaken to secure improvement.

A copy of the inspectors letter can be viewed at:

<https://files.ofsted.gov.uk/v1/file/50150938>

- 11.3 At the end of quarter 4 2019/20, there were 401 Looked After Children in Shropshire. This is an increase from the 395 children looked after at the end of March 2019.

The overall rate in the increase of looked after children has slowed during 2019/20, with a net increase of 6 children. In 2018/19 there was a net increase of 58 children over the full year.

The rate of children looked after has increased during quarter 4 to 67 children per 10,000 Under 18s. This is higher than the 2018/19 Statistical Neighbour average (59) and England average (65). (As at March 2019)

- 11.4 Delayed Transfer of Care measures the number of patients who are delayed in their transfer from hospital. The aim is to reduce bed blocking to less than 3.5% of all available NHS beds.

Performance by Shropshire Adult Social Care has seen a significant improvement in rates when the target was introduced in 2017. Performance levels have been maintained with teams pro-actively working with different

hospital trusts on a day-to-day basis. Latest performance figures are available in the Performance Portal.

Performance for the year to date shows that Shropshire Council is remaining on target and remains within the top quartile of performers.

12 Your Council

12.1 The sub outcomes for Your Council are; a financially stable council, an excellent workforce, Transforming services and Compliments and Complaints.

12.2 The 2019/20 end of year finance figures will be updated after they are presented to cabinet.

12.3 The number of Full Time Equivalent (FTE) employees as at the end of quarter 4 has risen to 2649 which is an increase of 40 during the financial year. The increase during the year is due to a number of factors:

- Recruitment of additional Social Workers to reduce the reliance on agency staff
- Additional new starters in Building Control and planning due to ongoing pressures and filling historical vacant posts.
- Restructuring in Highways resulting in a number of new lower graded posts being put into the structure.
- A number of casual staff in leisure services who have now been contracted.

Previous end of year FTE numbers are shown in the table below.

2020	2649
2019	2609
2018	2547
2017	2474
2016	2661
2015	2876
2014	3089
2013	3552

12.4 The total number of complaint investigations for 2019/20 was 1156 compared to 1281 in 2018/19.

Period	Total Complaints	Complaints Statutory Children's Investigations	Complaints Statutory Adults investigations (inc provider)	Corporate Complaints Investigations
Q4 2018/19	324	14	27	283
Year - 2018/19	1,281	46	150	1,085

Q1 2019/20	314	9	25	280
Q2 2019/20	323	10	37	276
Q3 2019/20	247	9	22	216
Q4 2019/20	272	12	29	231
Year - 2019/20	1,156	40	113	1,003

12.5 Numbers of comments received in quarter 4 were significantly greater than in previous quarters. This is likely to be the results of slight changes in recording practice rather than increases in customer contacts, but this will be reviewed over the coming months to understand this to a greater extent.

12.6 It is encouraging to see an increase in the number of compliments Shropshire Council has recorded within its customer feedback system. This had previously seen a steady pattern of slight reductions. It is hoped that this increase will continue into the next quarter.

Period	Total Compliments	Total Comments
Q4 2018/19	108	175
Year - 2018/19	460	522
Q1 2019/20	73	164
Q2 2019/20	112	171
Q3 2019/20	91	152
Q4 2019/20	131	234
Year - 2019/20	407	721

13 Conclusion

13.1 This performance report provides an update on the results achieved and the impact on delivering the outcomes for Shropshire

13.2 Performance for quarter 4 of 2019/20 has seen unprecedented changes to the delivery of services. The emphasis of many services has shifted from business as usual to being able to respond to immediate needs to ensure those most at risk are protected.

- Essential services have continued to operate with kerbside collections maintained, provision of schooling for vulnerable children and those of key workers, social care services for children and adults. IT services have enabled more than 2500 staff to work remotely to continue service delivery.
- Services have had to respond to new demands and have quickly established new processes. Community response teams have been established to provide on the ground support to communities, distribution of emergency food supplies, identification and contact of vulnerable people, handling and processing of claims for business grants and council tax support, new data

collections and reports established to respond to Government requests for local intelligence.

- The longer-term impacts of this virus and the resultant lockdown are yet to emerge. There will undoubtedly be new pressures emerging on service areas to support the recovery of people and businesses in the county. New priorities and performance measures may be required to reflect these emerging needs.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information) Business Plan and Financial Strategy 2018/19 – 2022/23 Corporate Plan 2018/19
Cabinet Member (Portfolio Holder) Cllr Lee Chapman
Local Member All
Appendices https://shropshireperformance.inphase.com/

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Performance Management Scrutiny Committee

20 May 2020

Item

Public

Performance Management Scrutiny Committee Work Programme

Responsible officer

Danial Webb, overview and scrutiny officer

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1.0 Summary

- 1.1 This paper presents the Performance Management Scrutiny Committee's proposed work programme for the next six months.

2.0 Recommendations

- 2.1 Committee members to:

- agree the proposed committee work programme attached as **appendix 1**
- note the current task and finish groups attached as **appendix 2**
- suggest changes to the committee work programme and
- recommend other topics to consider.

3.0 Background

- 3.1 Following the declaration of the COVID-19 pandemic, Shropshire Council initially suspended overview and scrutiny committees in common with most other local authorities. Now that the scale of the pandemic has become clearer, the council has recommenced its overview and scrutiny process, albeit with a smaller committee structure.
- 3.2 At present, Shropshire Council will conduct all of its non-health-related scrutiny through its Performance Management Scrutiny Committee. This committee will meet monthly in order to provide the time to carry out an extended programme of work. The Health and Social Care Scrutiny Committee will also continue to operate. Work is also underway to restart the work of the joint health scrutiny committee with Telford and Wrekin Council.

3.3 Task and finish groups will also continue as before. The committee administration of task and finish groups will now be routed through the Performance Management Scrutiny Committee, rather than their thematic committee.

3.2 A refreshed draft overview and scrutiny work programme for this committee is attached as **appendix 1**. This draft programme includes the opportunity to scrutinise various aspects of the council's work to tackle COVID-19, as well as some of the longer-term issues arising from the impact of the pandemic. A refreshed list of current task and finish groups is attached as **appendix 2**.

4.0 Next steps

4.1 Overview and scrutiny updates this report on an ongoing basis and presents it at each committee meeting. This will allow members the opportunity to contribute to its development at each committee meeting.

<p>List of background papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</p> <p>None</p>
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<p>Cabinet Member (Portfolio Holder)</p> <p>All</p>
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<p>Local Member</p> <p>All</p>

<p>Appendices</p> <p>Overview and scrutiny work programme</p> <p>Overview and scrutiny task and finish groups</p>
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Appendix 1

Draft Performance Management Scrutiny Committee work programme 2020

10 June 2020

COVID-19 – supporting schools and colleges

Q4 Finance Report and Q4 Performance Report

8 July 2020

COVID-19 – Financial consequences

Climate Change

Kier performance reporting

Financial Strategy Task and Finish Group terms of reference

Community Transport Task and Finish Group – final report

9 September 2020

COVID – Recovery planning

Q1 Finance Report and Q1 Performance Report

Road Safety Task and Finish Group – final report

Kier and WSP annual reporting

October 2020

February 2020 flooding response

November 2020

Organisational Transformation

Q2 Finance Report and Q2 Performance Report

Appendix 2

Current and proposed task and finish groups

Title	Objectives	Reporting to
Financial Strategy	<ul style="list-style-type: none">• To understand the process and activity stages for developing the Financial Strategy 2018/19 to 2022/23 and how these translate into the Council's annual budgets• To consider and scrutinise the proposals and emerging plans for the whole Financial Strategy and 2019/20 budget, including how they align to the four pillars. This will be through their development and their implementation, in particular for innovation and raising income.• To consider the recommendations and areas for action identified in the Corporate Peer Challenge report relating to the Financial Strategy, and how they are being addressed.• To consider the direct and indirect impacts, including risks, of 2019/20 budget proposals on current services and customers.• To complete specific pieces of work to identify and work up alternatives to emerging plans, including the feasibility of any alternative proposals• Make evidence based recommendations in relation to plans and approaches for innovation and income generation, and alternative proposals for future budget setting.	Performance Management Scrutiny Committee

Title	Objectives	Reporting to
Road casualty reduction	<ul style="list-style-type: none"> • Understand the nature of road traffic collisions in Shropshire. • Understand feelings of road safety, and the effect of feeling unsafe when travelling. • Understand the factors that contribute to safer travel • Scrutinise how Shropshire Council and its partners work together to make travel safer. • Explore how Shropshire Council responds to new models of Government transport funding. 	Performance Management Scrutiny Committee
Community Transport	<ul style="list-style-type: none"> • To understand how community transport operates in Shropshire, and the demand for community transport services. • Identify how the community transport groups, the council, and other partners can work together to provide community transport to people in Shropshire who do not have access to public or private transport. 	Performance Management Scrutiny Committee
Brexit	<ul style="list-style-type: none"> • To consider the information brought together to develop a view for Shropshire of the possible implications of Brexit for the Shropshire economy and the achievement of the Economic Growth Strategy. • To identify, with the relevant officers, the key evidence and related requirements of what Shropshire would require from a future UK funding approach. • To make evidence based recommendations to Cabinet. 	Performance Management Scrutiny Committee

Title	Objectives	Reporting to
Section 106 and Community Infrastructure Levy	<ul style="list-style-type: none"> • To understand how Shropshire Council currently uses Section 106, CIL and NHB and the impact that this has had • To understand how Section 106, CIL and NHB could be used in Shropshire to enable or encourage projects or initiatives for economic growth and prosperity • To learn from other places how they have used Section 106, CIL and NHB to enable or encourage projects or initiatives for economic growth and prosperity • To make evidence based recommendations on how Section 106, CIL and NHB could be used in Shropshire to enable or encourage projects or initiatives for economic growth and prosperity 	Performance Management Scrutiny
Climate Change	<ul style="list-style-type: none"> • To review Shropshire Council's existing work to reduce its CO2e output. • To scrutinise existing council policy and practice and recommend policy changes that would support further carbon reduction. • To identify and evaluate opportunities to reduce spending and generate income by adopting low-carbon technology and practices. 	Performance Management Scrutiny Committee
Dog fouling and dangerous dogs	<ul style="list-style-type: none"> • To scrutinise how the local authority tackles <ul style="list-style-type: none"> ○ dog fouling ○ dog attacks ○ stray dogs • licenced dog breeding 	Performance Management Scrutiny Committee

Title	Objectives	Reporting to
Signs, banners and street furniture	<ul style="list-style-type: none"> • Understand existing policies, charges and administrative arrangements • Scrutinise existing policy and suggest draft policy. • Identify opportunities to set and administer policy and licencing arrangements with town and parish councils. • Look at how other local authorities set and administer policy, to identify potential ways to improve arrangements in Shropshire. 	Performance Management Scrutiny Committee

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