

Feedback from informal Scrutiny & Locality Board Chairs/Vice Chairs sessions in relation to Council Plan Delivery Framework 2024/25 & Performance Management Framework and action taken

Overview

During March, all Scrutiny Members, along with the Chairs and Vice Chairs of Locality Boards, were invited to informal Scrutiny sessions to consider:

1. The draft council performance management framework, including key performance indicators for 2024/25 (5 March).
2. The draft council plan delivery framework 2024/25 (27 March).

The first session was attended by 9 Members and the second by 12. Members provided a range of feedback on both documents. This feedback is summarised below alongside the action taken as a result to revise the two documents.

Performance Management Framework

The overall response to the new Performance Management Framework was broadly positive.

Issues and actions taken are summarised below.

Feedback	Action taken
In the quarterly report, performance indicators should continue to be RAG rated and any 'red' indicators have an explanation of remedial action underway.	Agreed and will be included in the reports.
Performance indicators should include baselines.	Agreed and will be included in the reports.
Suggestion performance indicators should include additional information such as sex or age in relation to library visits for example.	Would not be included as standard metric. Expectation that service would monitor this through customer sampling or similar.
Request to be clear about which indicators are 'council' (ie within direct control) and which are 'outcome' (not under direct control).	Will be included in indicator descriptor.
Request to see list of all metrics that have to be reported nationally.	Action taken to supply this to Members.
Request that relevant proposed performance indicators also be reported at Locality Board level.	Agreement to review indicators and determine which could be reported at Locality Board level.
Request for future review of indicators and reporting approach.	Agreed to bring through scrutiny before at end of 24/25 reporting cycle for review.

Council Plan Delivery Framework

The feedback is summarised below under the relevant delivery framework strategic theme, alongside the action taken to change the delivery framework as a result.

Community

Feedback	Action taken
Strengthen reference to role of Locality Boards and connection to Community Power agenda.	Text strengthened to highlight importance of Locality Board function.
Widen description of Community Hubs to be less Furness specific.	Removed reference to Furness, described programme as area wide.
Highlight and strengthen reference to CALC and Town and Parish Councils.	Included strengthened deliverable around working with these bodies.

Environment

Feedback	Action taken
Reference engagement with Locality Boards in relation to Electric Vehicle strategy	Reference added to engagement with stakeholders.
Highlight role of other bodies in tree planting and need to engage with them.	Reference added to working with partners and landowners.

Growth

Feedback	Action taken
All acceptable.	No action.

Connections

Feedback	Action taken
No reference to improving the A590. This is critical infrastructure issue.	Now included.
No reference to M6 viaducts works and impacts in Lune Valley.	Now included.

Homes

Feedback	Action taken
Affordable homes is the key issue.	Highlighted with specific priority deliverable.
Suggestion to build more council housing.	Included in purpose of Housing Strategy.
Highlight importance of new housing in rural areas.	Broader reference made to ensuring housing development across W&F area.
Include targets for housing development.	Will be considered in in development of Housing Strategy.

Learning

Feedback	Action taken
Importance of Alternative Provision.	Reference made to Alternative Provision review and creation of additional resourced provision places.

Care (Children)

Feedback	Action taken
Support inclusion of Children in Care Council and youth Council.	No action, already strong commitment in document

Care (Adults)

Feedback	Action taken
Include reference to ensuring council run care homes are kept in good state of repair.	Not included as specific reference. Included in Asset Optimisation & Investment action under Effective Services, alongside full range of council buildings and assets.

Health and Wellbeing

Feedback	Action taken
Include improvements to dentistry.	No action. Not council function.
Include reference to supporting sex workers.	No specific activity planned on this issue.
Importance of playparks and inequitable distribution.	To be considered through development of parks and open spaces strategy.
Inconsistent role of parishes in maintenance of playgrounds.	To be considered through development of parks and open spaces strategy.
Tackle social isolation.	Included in broader reference to wider determinants of health and role of Community Power.

Culture

Feedback	Action taken
Be clearer on plan for libraries, including in Roose.	Delivery action to develop library strategy including working with communities on plans for Roose and Ulverston libraries.
Too narrow focus on supporting Barrow museums.	Reworded to be broader reference to seeking funding for all our museums and collections.
Suggestion to include reintroduction of mobile library service.	Framework not changed, but issue to be considered through development of library strategy.

Effective Services

Feedback	Action taken
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Request for involvement of Members and communities in development of asset optimisation and investment programme.	Description of activity amended to include reference to engaging with stakeholders.
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