

CYNGOR SIR POWYS COUNTY COUNCIL.

**CABINET EXECUTIVE
18th December 2018**

REPORT AUTHOR: County Councillor Aled Davies
Portfolio Holder for Finance, Countryside and Transport

SUBJECT: Quality Assurance Report Quarter 2 2018-19

REPORT FOR: Decision / Discussion / Information

1. Summary

- 1.1 Following a recommendation by Welsh Government, the Council has developed a Performance Management and Quality Assurance Framework. This is the first time that the Council has incorporated Quality Assurance (QA) within the existing Performance Management Framework.
- 1.2 By combining performance management with quality assurance, the Council will be better able to anticipate problems early and resolve them. This will strengthen the ability to drive forward the required transformational change.
- 1.3 The framework sets out a clear corporate approach and accountability for the quality of service outcomes, and will contribute to service improvement through ensuring that standards are being met, and outcomes are being achieved organisation wide, by enabling us to anticipate problems early.
- 1.4 At the start of each financial year, Heads of Service will inform the Strategic Policy and Performance Service of the QA information they will be submitting for their service area on a quarterly basis. The findings of the quality assurance process will be submitted for analysis and constructive challenge, alongside performance data.

2. Proposal

- 2.1 The range of services delivered by the Council is vast, and consideration has been given to a universal approach across the organisation, for recording and reporting QA information. Following individual discussions with services, a proposed method for co-ordinating and reporting information has been developed. The proposed method reflects the Signs of Safety approach which Children's Services has adopted. An outline of this approach is available in Appendix A.

- 2.2 To ensure smooth processes, remove duplication and avoid frustration, services will submit QA information within the same document as their Top 5 performance measures. Unlike the performance measures which are static, a number of QA measures will change each quarter, due to their ad hoc nature. For example, regulatory inspections, audits, customer surveys.
- 2.3 Analysis of service submissions will be undertaken, and high level themes will be identified and reported to Cabinet on a quarterly basis.

3. Impact Assessment

- 3.1 Is an impact assessment required? No
- 3.2 If yes is it attached? Yes/No

4. Corporate Improvement Plan

- 4.1 By monitoring quality assurance measures alongside performance information, this triangulation will better inform the Council's ability to deliver the objectives identified within the Corporate Improvement Plan.

5. Local Member(s)

- 5.1 This report impacts all Members equally and does not affect local Members individually.

6. Other Front Line Services

Does the recommendation impact on other services run by the Council or on behalf of the Council? Yes

7. Communications

Have Communications seen a copy of this report? Yes

"No proactive communication activity at this stage."

8. Support Services (Legal, Finance, Corporate Property, HR, ICT, Business Services)

- 8.1 Legal – "The Professional Lead notes the contents of the report and supports the recommendations."
- 8.2 Finance – "The contents of the report have been noted by the Finance Business partner and there are no direct financial implications."

9. Scrutiny

Has this report been scrutinised? No

10. Statutory Officers

Section 151 Officer – “The 151 Officer notes the content of the report.”

Monitoring Officer – “The Deputy Monitoring Officer notes the legal comment and has nothing further to add.”

11. Members’ Interests

The Monitoring Officer is not aware of any specific interests that may arise in relation to this report. If Members have an interest they should declare it at the start of the meeting and complete the relevant notification form.

Recommendation:	Reason for Recommendation:
That Cabinet approves the proposed method of monitoring and reporting QA information.	To triangulate performance information, and increase the ability to drive forward transformational change.

Relevant Policy (ies):			
Within Policy:	Y / N	Within Budget:	Y / N

Relevant Local Member(s):	
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Person(s) To Implement Decision:	
Date By When Decision To Be Implemented:	

Is a review of the impact of the decision required?	Y / N
If yes, date of review	
Person responsible for the review	
Date review to be presented to Portfolio Holder/ Cabinet for information or further action	

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Background Papers used to prepare Report: